

Job Title:	VRA Property Surveyor
Responsible to:	Standards Manager – Damp, Mould & Repairs
Purpose, Vision and Values and what that means for your role	
<p>Our Purpose:</p> <p><i>Empowering people is our purpose. We work together by guiding, teaching, and mutual support, cultivating knowledge and confidence to overcome challenge and seize opportunities. By uplifting each other, we extend this empowerment to our customers and communities, contributing to the well-being of the broader society we serve.</i></p> <p>As a VRA surveyor you will play a pivotal role in maintaining seamless service delivery to our customers with a focus on customer satisfaction by:</p> <ul style="list-style-type: none"> • Effectively delivering a surveying service to Magenta Living's stock portfolio covering, but not limited to, responsive repairs surveys, empty property surveys, cyclical maintenance surveys, capital maintenance surveys, DMC surveys, pest proofing surveys and stock condition surveys • Supporting our Customer Contact Centre (CCC) with technical advice enabling the appointing of repairs at the first point of contact with the aim of preventing referrals being made to the operational surveyor teams. Proactively reducing operational and technical referrals throughout the business by supporting and coaching peers inclusive of CCC staff members, thereby gaining first point of contact resolutions • Case managing damp, mould, and condensation cases through to completion with use of Video Remote Assistance (VRA) to determine the classification and priority of repairs. • Triaging repairs with the use of VRA • Delivering excellent quality planned, cyclical and responsive maintenance programmes in line with the asset management strategy • Supporting and responding to surveyor related e-mail enquiries thus enabling on site surveyors to focus on onsite activity. • Offering financial approval for complex work orders and logging appropriate works 	

- Conduct project work as requested and to bring change, innovation and adopt best practice within the repairs and maintenance service areas further bringing operational efficiencies and best in class customer service

Our Vision:

Opening doors is all about creating opportunities and eliminating barriers.

Your role is a key to opening these doors, and realising our vision by...

Delivering expert technical advice, managing complex repairs, case management of issues such as DM & C, over-seeing high quality repairs and maintenance, by doing this you will help ensure that our housing stock supports thriving, safe and welcoming homes. Your decisions will directly contribute to removing obstacles and creating possibilities for our customers to live in secure and healthy environments.

Our Values:

'Doing the right thing' is the thread that weaves our actions, decision-making, and connections. Making choices that align with our purpose, vision, and values, and ensuring everyone feels safe and supported.

In your role, you are empowered to do the right thing by:

Identifying customers' requirements, you will initiate appropriate actions within established parameters, to support a 'right first time' service delivery approach to diagnose repairs & raise work orders, carry out VRA assessments to support the wider surveying team with addressing damp, mould or condensation referrals to the customer or client's satisfaction.

Guaranteeing an efficient and effective outcome by diagnosing defects, you will be doing the right thing for our customers by ensuring works are carried out to the highest standard and within time constraints.

What we're looking for!

Skills

- Excellent customer focus with a background in housing repairs and maintenance working in a fast paced team supporting colleagues with repair diagnostics.
- IT system knowledge.
- Ability to see through complaints in a professional manner through to completion.

Abilities

- To be able to identify and resolve customer repair enquiries and make informed decisions.
- Diagnosing damp, mould and condensation issues for customers.
- Knowledge of Microsoft teams, Salesforce, NEC and Total connect is advantageous.

Qualifications

HNC/HND or equivalent qualification in building studies required.

