



# Reactive Surveyor (X2 roles)



Up to £39,880

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## About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word.

We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

We aim to be a 10,000 home organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents.

We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach.

Beacon vision is to provide homes and services that enable our tenants to thrive and the communities we serve to prosper, supported by growing our social business and extending the reach of our homes and services.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.





**Job Title:** Reactive Surveyor (X2)

**Place of work:** Hybrid with offices in Swansea and Tonypandy

**Hours of work:** 35hrs Monday to Friday

**Salary:** up to £39,880

## Job Summary

Reactive Surveyors are vital to the maintenance, safety and smooth turnover of properties across the whole portfolio. Your work involves inspecting and assessing void properties and responding to property related concerns from residents and colleagues, inspecting and assessing repairs works and arranging their timely completion. You will be ensuring the relevant standards are achieved and that we meet our obligations under the Welsh Housing Quality Standard, the Housing Health and Safety Rating System. and the Fitness for Human Habitation Regulations in the Renting Homes (Wales) Act 2016.

Your work is organised across geographical patches, which are flexed as required by the business to ensure the delivery of an outstanding repair and void property service. This will be done ensuring the service is cost effective, delivered within budget and maintaining the highest level of customer service.

Reactive inspections, and the associated decisions by you to instruct (or not to instruct) works, shape resident satisfaction and therefore, Beacon's reputation. Consequently, you are expected to provide residents with full explanations and rationales for decisions and address any concerns raised by residents at the earliest stage. Any concerns that escalate to a formal stage will consider those actions at the earlier stages to identify any areas for improvement.

This role is on the rota for the out of hours/on-call service.



## Purpose of Role

- Provide a first-class reactive maintenance and void property repairs service.
- Ensure all works are completed in accordance with the Welsh Housing Quality Standard and Fitness for Human Habitation Regulations where applicable and are completed to a high standard.
- Update the Association's stock condition information and WHQS information database following completion of works and/or following inspections.
- Assist in providing information regarding property or scheme costs to inform preparation of budgets.
- Ensure void properties are managed within the stated system flow, treated with sufficient urgency and meet the required standards to be made ready for re-letting.

## Daily Responsibilities

- Undertake Home Health & Safety Rating Surveys (HHSRS) to properties as required.
- Undertake Domestic Energy Assessments (DEAs) and provide Energy Performance Certificates (EPCs) when required (to occupied or void properties) and record in the relevant software applications.
- Respond to reactive repair requests and, where an inspection is required, diagnose defects, advise and instruct maintenance contractors on appropriate solutions for maintenance repairs. Liaise directly with residents and keep them informed of any work required.
- Assist with the monitoring of contractor's performance (quality, cost, timeliness, effectiveness) and undertake sample surveys of contractor workmanship. Liaise with contractors early to tackle under performance to ensure standards are met and issues rectified.
- Monitor works in progress to ensure compliance with specifications, drawings, schedules of works, manufacturer's installation requirements, health and safety legislation, etc.
- Undertake pre-inspections of empty properties, reactive maintenance work and end of occupation inspections. Prepare detailed schedules of works and liaise with residents, contractors and in-house staff to ensure the work is completed effectively and as specified.
- Ensure all reactive maintenance and voids works is completed in accordance with WHQS and FfHH guidance (where applicable).
- Carry out dilapidation and disrepair surveys as required.
- Carry out inspections of health and safety related matters in properties and / or communal areas on an ongoing basis to ensure the Association's properties are well maintained and statutory requirements are met.
- Coordinate and oversee one-off schemes and/or projects as required.



- Liaise with the assets Team regarding future works programmes and, where required, assist in supervising planned programmes.
- Identify components/items requiring replacement using information provided by the stock condition system, along with reference to other staff members (e.g. reactive surveyors, trades) where premature failure may be evident.
- Advise managers where properties need major repair, including measured surveys and or stock profile condition survey.
- Consult with residents in respect of choice of products, styles, colours, etc.
- Ensure resident satisfaction questionnaires are provided to residents in a timely manner and feedback is acted on promptly, investigating any poor feedback as a priority.

## **Project Management**

- Prepare specifications and schedules of works as required.
- Obtain specialist reports from external stakeholders as required.
- Ensure orders are raised for contractors and that they are varied and completed in a timely manner.
- Issue works orders and approves valuations and invoices up to the limits specified in Beacon financial regulations, standing orders and schedule of delegated authority.
- Where required, acts as the Principal Designer / clients representative within the CDM regulations 2015 (or as amended).
- Effectively deal with contractors that carry out work that is of poor quality and report on the performance of contractors and components to the manager
- Deal with resident enquiries in relation to reactive maintenance work.
- To update complaints on the Association's housing management system as required.
- To investigate and resolve any complaints referred to the maintenance team in accordance with the Association's complaints policy and procedures as required.
- To attend any meetings associated with complaints as required and liaise with internal and external stakeholders as required.
- Address any identified areas of component failings as necessary to continuously improve on the service being delivered to the Association's residents, staff or external stakeholders.
- To liaise with other departments as required during any cyclical, void works or physical adaption grant (PAG) work, to provide technical assistance and ensure relevant staff are fully informed of work being carried out and its progress.

- Liaise with the development team during the construction phase and handover phase to gather information and knowledge for future property maintenance purposes.
- Attend site meetings as required, on existing and new-build schemes where input from the maintenance department is required.

## **General Responsibilities**

- Comply with all current and applicable legislation, approved codes of practice, industry guidance, etc. in relation to health and safety, building and fire safety, Construction (Design & Management), asbestos, planning, building regulations, etc.
- Comply with statutory and legal obligations, the groups corporate aims, values, policies and procedures, occupation contract and lease conditions and good practice.
- Ensure that work carried out by the Association's appointed contractors and direct trades staff does not pose significant risk to any internal or external stakeholders.
- Inform the correct people about any risk matters so that appropriate risk management actions can be implemented.
- Liaise with internal and external stakeholders as required and with other members of the department to ensure the smooth running of the service.
- Provide and maintain a service that is value for money.
- Deal with enquiries and correspondence relating to the maintenance department and maintain effective administration systems.
- Competent IT skills suitable to compiling and recording information on a variety of manual and IT (laptop/phone/tablet/pda) systems.
- Work flexibly across the assets and maintenance department during times of staff shortage, sickness, leave, etc.
- Participate in the operation of the groups out of hours emergency repair service, which will include being on call on a shared rota basis. This will also involve being able to answer queries made by contractors, the call centre, or residents during these periods. In certain situations, this will include a requirement to attend properties to ascertain the full extent of the problem and assess any re-housing issues, in the event of fires or severe floods, etc.
- Carry out any other duties reasonably determined by management.

***NB. This is not exhaustive and may change to meet the needs of Beacon Cymru Group.***

## Reactive Surveyor

## Person Specification

Qualifications & Experience		
✓		Trade/building/property qualification or equivalent experience
✓		Domestic Energy Assessor (level 3) or willingness to be trained to obtain the qualification
✓		Experienced in inspecting and assessing property conditions and issuing works
✓		Experienced in dealing with residents, contractors, housing associations, local authorities, and other agencies
✓		Practical experience in customer or solution focused services
Skills and Knowledge		
✓		Practical knowledge of building practices, systems, and components
✓		Knowledge of Welsh Quality Housing Standards, Fitness for Human Habitation, Housing Health and Safety Rating System and property related matters affecting housing associations
✓		Able to prepare schedules of work, advise on property conditions and knowledgeable of costs against these
✓		Sound numerical skills and be able to work to a budget
✓		Understanding of health and safety in properties and knowledge of CDM Regulations 2015 (or as amended), Regulatory Reform (Fire Safety) Order 2005 and able to carry out dynamic risk assessments accordingly
	✓	A practical knowledge and understanding of the 'Vanguard' system's thinking method
✓		Competent IT skills with the ability to use a range of software, including stock condition data systems
✓		Able to maintain effective administration systems
✓		Good organisational and time management skills
Personal Qualities		
✓		Self-aware and committed to own continuous development as well as that of the team
✓		Driven to achieve results with high standards and expectations of service delivery
✓		Proactive approach to problem solving with the ability to weigh up situations and act upon and make sound decisions
✓		Innovative and receptive to change, encouraging creativity and fresh ideas
✓		Confident, with excellent communication skills that demonstrate an ability to collaborate, listen, negotiate and influence
✓		Demonstrates credibility with internal and external customers at all levels
✓		Commitment to the values, aims and objectives of Beacon and upholding its reputation
General		
✓		Basic Disclosure and Barring Service (DBS) check
✓		Commitment to personal development and developing the role and skills of the team
✓		Full driving licence and daily use of a vehicle

## Next steps

If this seems the job for you can apply online 24/7 right up until **14<sup>th</sup> July 2025**

You can save your progress through our online application system so you don't need to do the entire thing in one go.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown
- We'll review all applications and let you know whether or not you've been shortlisted

If you are, we'll invite you to come and meet us for an Assessment day on either **30<sup>th</sup> or 31<sup>st</sup> July**. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.

- If you're successful, we'll make you an offer (hopefully one that you can't refuse!)
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check
- Once that's all done, we'll send you a contract and confirm your start date
- Welcome to **#TeamBeacon!** There's a 6 month probationary period from your start date and your manager and HR will support you throughout.



## Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Payment of professional membership fees

Want to see the full range of benefits?  
Visit [beacon.cymru/jobs](https://beacon.cymru/jobs)