

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Surveyor

Who is in my team?

Team	Property Services
Line Manager	Senior Surveyor
My direct reports	N/A
Updated	September 2025

What's my role?

- To deliver surveying, maintenance and planned works across Moat's property portfolio. This includes all aspects of property maintenance, major works, responsive repairs, planned works, refurbishment, fire management, servicing, voids, cyclical redecorations, estate improvements, environmental, energy, newbuild and regeneration.
- To monitor the performance of contractors and ensure all projects are completed to compliance standards, specification, schedule and cost keeping detailed digital records of various aspects of the work, based upon frequent site visits and ensure the asset management database is updated.
- To deliver a continual plan of Stock Condition Surveys, new build pre-occupation fire inspections and all building related technical and/or advisory services.

What am I accountable for?

- Providing technical support to Moat and its customers, conduct property surveys, diagnose defects.
- Designing and specifying works, obtain estimates, oversee delivery, monitor project expenditure and complete sign-off.
- Acting as contract administrator or other role as appropriate and use standard forms of contract to administer the works.
- Overseeing quality control and supervision for each contract, ensuring adequate provision is made on site for building legislation and health & safety requirements.
- Undertaking inspections and audits of the partnering contractors, servicing maintenance contract and defects within new homes by visiting site. Reviewing completed work against the schedule/contractors' invoices and resolving issues as necessary.
- Completing fire risk assessments and audit FRA's of others. Validate works needed and signing off fire remedial works.
- Completing stock condition surveys and asbestos condition surveys, ensuring that all records are maintained appropriately.
- Providing management reports and schedules of defects when necessary and certify rectification of snagging items.
- Working closely with the Building Safety Managers ensuring all relevant legislation is being adhered to. Ensure safety, quality control and productivity assessments are carried out so that all work complies with current codes of practice, standards and legislation, particularly Health and Safety.

- Ensuring all Section 20 & tender processes are completed in a timely way. Ensuring data integrity ensuring compliance with GDPR regulations.
- Investigate and resolve any CRM tasks, enquires or complaints raised by customers relating to projects or services provided by Moat.
- Providing out of hours telephone cover on a rota basis, as required.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
 - Professional standards, reflecting our values and behaviour framework
 - Policies, procedures, and code of conduct
 - Commitment to equality, diversity, and inclusion
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- Good standard of general education.
- A good understanding of building pathology, construction techniques and an understanding of budgeting processes and standing orders.
- A good understanding of the processes required in conducting stock condition surveys, fire risk assessments (FRA's) and asbestos reinspection.
- Good knowledge of landlord and tenant legislation, including that relating to leases and resident consultation.
- The ability to manage maintenance, minor repair and refurbishment projects.
- Knowledge of managing and inspecting all aspects of major works, responsive repairs, planned improvements, service and cyclical contracts, managing and delivering budgets.
- Knowledge of forms of contract and dealing with contractors as required
- Working knowledge of residential property, housing legislation, working in occupied buildings, building regulations (particular ref to parts A, L, M and P) and conservation consent and TPO management.
- Experience of liaising with customers and occupants from small scale to large complex projects.
- A knowledge of party wall regulations and disrepair legal protocol.
- A good understanding of stock and asset management principles, supported by practical experience of the issues this involves.
- A current knowledge of health and safety legislation and issues affecting all aspects of property maintenance, construction, repairs and refurbishment.

- Good understanding of Microsoft office suite, especially excel and word.
- Appropriate means of transport and the ability to undertake work related activities outside of core hours.

Proficient Requirements:

- A higher, further or professional education qualification in a building/ construction related discipline or similar.
- A sound knowledge of building construction technology, contract administration, statutory authorities and legal requirements.
- A sound knowledge of building regulations, parts A, M, P and L
- An understanding of the RRO 2005 and in conducting Fire Risk Assessments.
- Expertise in a building construction, surveying or planned maintenance projects environment.
- Ability to produce good accurate written reports and communicate with customers and other lay persons in addition to building professions
- Ability to understand and work with contract drawings, specifications, tender documentation and legislative documents.
- A good understanding of the section 20 process.
- A good understanding of budgeting processes and standing orders.
- Responsible for budget control.