

Role Profile

Role Title: Asbestos Surveyor

Business Area: Customer Services

Department/Team: Property Safety

Reports to: Asbestos Manager

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): None

Created/Reviewed date: April 2024

Role Purpose

Survey properties to locate the presence of asbestos containing materials by undertaking asbestos Management, Refurbishment and Demolition (R&D) and Re-inspection Surveys across all domestic and commercial stock owned or managed by Aster Group.

Key Accountabilities

- Undertake asbestos surveys using TEAMS (The Electronic Asbestos Management System) in line with HSG264 to domestic and commercial properties owned and managed by Aster Group Ltd.
- Accurately record the presence and condition of suspect Asbestos Containing Materials as well as all non-asbestos materials to provide full management data to be used by all areas of the business, specifically the in-house maintenance teams.
- Manage own diary to achieve expected monthly survey KPI expectations
- Undertake asbestos Refurbishment and Demolition Surveys and asbestos Re-inspection Surveys as required by the needs of the business.
- Respond promptly to requests for information from customers and other departments, actively seeking solutions to problems to achieve satisfactory outcomes.
- Provision of specialist technical advice and information on all types of asbestos surveys to other areas of the business.
- From time to time, assist the Asbestos and Asset Surveyors by carrying out onsite inspections as required. Assist with QC of survey reports to ensure consistent high quality of data.
- Undertake other duties and responsibilities as may reasonably be required from time to time.
- Take responsibility for own personal development, keeping up to date with changes in legislation, best practice and other developments across Asset Management, which affect the business.
- Assist the Asbestos Manager with the management of the Management, Refurbishment and Demolition and Re-inspection survey programmes by ensuring cancellations, refusals and other no access issues are recorded concisely.

Complexity

- Ability to work in a constantly challenging environment and deal with a high volume of work and conflicting priorities.
- Ability to manage own workload and work autonomously and independently.

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- Delivery of specialist technical information in response to enquiries from other departments.
- Investigating and resolving problems and taking responsibility for providing a response to the customer. Problems can be complex and open-ended in nature and can involve communication with multiple different departments to reach a conclusion.

Impact

- Assist with ensuring accuracy of all asbestos records which form a key component of legislative compliance and colleague safety.
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all – need to be empowered to make the right decision for business requirements to prevent a reduced level of customer service.
- Maintain physical and digital records in accordance with Aster's data management and retention procedures in compliance with GDPR – risk of breach.

Influence

- Act as point of contact for enquiries around survey reports and their recommendations.
- Confidently and positively challenge decisions and processes, drawing on technical knowledge and expertise to influence efficiencies and improve ways of working.
- Work closely with Planned Maintenance Teams to ensure Refurbishment and Demolition survey reports are ready before works are carried out in properties in line with CAR 2012, HSG 264 and CDM 2015.

Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including passes in English and Maths.
- BOHS P402 Surveying & Sampling Strategies for Asbestos in Buildings or RSPH Level 3 Award in Asbestos Surveying with 2 years lead surveyor experience.
- Good level of IT skills, including proficiency in Microsoft Office suite and the ability to use bespoke databases and systems – TEAMS experience desirable but not essential.
- Experience of customer focussed service delivery and ability to communicate effectively verbally and in writing with internal and external customers. Able to handle enquiries in a confident, professional and competent manner.
- Experience of successfully organising and planning own workload to meet operational priorities and the ability to work independently with minimal supervision.
- Experience of dealing with queries relating to asbestos surveys and databases required.