

Bernicia Group Role Profile

Title: Hazards Surveyor

Reporting to: Housing Services Manager – Estate Services and Voids

Date: September 2026

Purpose

To provide specialist surveying expertise in the identification, assessment and determination of the severity of hazards within Bernicia's housing stock and estates in accordance with Awaab's Law Phase 2 and associated regulatory requirements. To undertake surveys and inspections, determine appropriate hazard classifications and timescales for action, and advise on proportionate repairs and remedial measures to ensure hazards are effectively addressed within required timescales.

To identify and analyse hotspots, trends and recurring hazards, providing insight and recommendations to support effective risk management, reduce avoidable repair expenditure and drive continuous improvement in property safety, quality and neighbourhood appeal.

To support the development and implementation of proactive strategies for the long-term prevention and mitigation of hazards, promoting a safe, healthy and sustainable living environment across all Bernicia housing stock and estates.

Accountabilities

Operational

Hazard Inspection, Assessment and Remediation

- Provide a specialist hazards inspection service in accordance with Awaab's Law Phase 2, relevant legislation, regulatory requirements and Bernicia's policies and procedures.
- Undertake detailed property inspections and surveys following the identification or reporting of potential hazards, assessing their condition, extent, cause and potential impact on residents' health, safety and wellbeing.
- Determine the severity and level of risk associated with identified hazards, applying professional surveying judgement and relevant legislation, standards and guidance.
- Appropriately categorise and prioritise hazards and determine the required remedial action and timescales in accordance with Awaab's Law and organisational requirements.
- Provide clear technical advice and recommendations on appropriate and proportionate remedial works, identifying where further specialist investigation or intervention is required.
- Monitor identified hazards and associated remedial actions, escalating delays, emerging risks or potential breaches of statutory or organisational timescales to the appropriate manager.

- Support the effective resolution of hazards by working collaboratively with Repairs and Maintenance, Housing, Asset Management and other relevant services.

Compliance, Records and Administration

- Ensure all hazard inspections are completed within the relevant Awaab's Law timescales and organisational standards.
- Maintain accurate, comprehensive and auditable inspection records, including survey findings, photographs, risk assessments, recommendations and associated documentation.
- Complete all administrative processes associated with hazard inspections, ensuring requests, outcomes, referrals, recommendations, follow-up actions and case records are accurately recorded and progressed.
- Provide technical evidence, information and professional advice to support the Hazards Housing Officer and Housing Services Manager in ensuring compliance with Awaab's Law.
- Support internal and external assurance activity, audits, investigations and regulatory reviews by providing accurate and appropriate technical evidence and information.
- Support investigations into complaints, enquiries, incidents and escalated cases relating to property hazards, providing factual and evidence-based professional advice.

Prevention and Continuous Improvement

- Identify opportunities for proactive and preventative interventions where recurring hazards or defects indicate that planned investment, component replacement or other improvements could reduce future risk.
- Contribute to the development and implementation of strategies for the long-term prevention and mitigation of hazards across Bernicia's housing stock and estates.
- Contribute to the continuous improvement of policies, procedures and processes relating to hazard identification, inspection, assessment, recording, remediation and monitoring.
- Manage and adapt a centrally coordinated programme of inspections and surveys, responding to changing priorities, statutory timescales, risk levels and resident availability. Ensure appointments are scheduled and delivered in a manner that optimises operational efficiency across Bernicia's geographical area, recognising that workload and diary commitments will be determined by service demand and business needs.
- Share intelligence, emerging risks, lessons learned and professional expertise to improve organisational understanding and management of property hazards.
- Identify opportunities to improve resident safety, property condition and neighbourhood quality beyond the immediate resolution of individual hazards where appropriate.

Professional and Partnership Working

- Provide specialist technical advice and guidance to colleagues on the identification, severity, risk and appropriate treatment of hazards, supporting consistent decision-making across the organisation.
- Work collaboratively with internal services and external partners to ensure hazards are effectively managed and remedial actions are completed within required timescales.
- Maintain current professional knowledge of Awaab's Law, housing legislation, regulatory requirements, housing health and safety standards, building defects and good surveying practice.
- Ensure resident safety remains the primary consideration when undertaking inspections and making professional recommendations, taking appropriate account of household circumstances and potential vulnerability.
- Support the Hazards Housing Officer and Housing Services Manager in maintaining effective governance, assurance and compliance arrangements in relation to Awaab's Law.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high-quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day-to-day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- Experience of working within a housing, property, repairs, maintenance, surveying or related environment.
- Experience of undertaking property inspections, identifying defects, hazards or issues affecting the condition, safety or suitability of residential properties.
- Experience of assessing property-related issues and making appropriate recommendations for remedial action.
- Experience of working to defined timescales and managing competing priorities to ensure actions are completed within required deadlines.
- Experience of working collaboratively with colleagues and other teams to resolve property-related issues.

Technical Knowledge

- Good working knowledge of residential property condition, common building defects and housing-related hazards.
- Understanding of the principles of health and safety within residential properties and the potential impact of property conditions on residents.
- An understanding of housing legislation, regulatory requirements and standards relating to property condition and resident safety.
- An understanding of Awaab's Law and the requirements relating to the identification, assessment and remediation of hazards, or the ability to develop this knowledge quickly.
- Basic understanding of the relationship between property inspections, repairs, planned investment and wider asset management.

Skills and Abilities

- Strong inspection and observation skills, with the ability to identify hazards, defects and potential risks within residential properties.
- Ability to assess information, apply sound judgement and determine appropriate and proportionate action.
- Ability to work flexibly within a dynamic, demand-led service, adapting plans and priorities to meet statutory timescales, resident needs and operational requirements.
- Strong organisational skills, with the ability to manage a caseload, prioritise work and meet statutory and organisational timescales.
- Good analytical skills, with the ability to identify patterns, recurring issues and emerging risks from inspection and property data.
- Good written and verbal communication skills, with the ability to explain technical information clearly to residents, colleagues and contractors.

- Good IT skills, including the ability to use Microsoft Office and property or housing management systems to record, retrieve and analyse information.
- Ability to maintain accurate records and handle sensitive information appropriately.
- Ability to work independently while recognising when issues require escalation or specialist advice.
- Ability to contribute positively to service improvement and develop practical solutions to recurring property issues.

Qualifications

- Relevant qualification in surveying, construction, building, housing, property, health and safety or a related discipline, **or equivalent relevant practical experience.**

Personal Attributes

- Strong commitment to resident safety and delivering good-quality housing services.
- Professional, approachable and empathetic manner when dealing with residents.
- Reliable and accountable, with a strong focus on completing actions within agreed timescales.
- Confident in making evidence-based decisions while recognising the limits of own knowledge and seeking appropriate advice when required.
- Committed to continuous learning and keeping knowledge of legislation, regulation and good practice up to date.
- Positive and collaborative approach to working across teams and supporting colleagues.

Desirable Skills & Experience

- Experience of identifying recurring issues, trends or opportunities for improvement would be desirable.
- A relevant surveying or housing qualification at Level 3 or above would be desirable.
- Evidence of continued professional development in housing, property, surveying, health and safety or a related field would be desirable.
- Experience of maintaining accurate records, reports and case information, with a strong understanding of the importance of maintaining clear and auditable documentation.

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

