

JOB DESCRIPTION

- JOB TITLE:** Chartered Surveyor
- REPORTING TO:** Director of Insurance and Director of Membership
- LOCATION:** FMBIS Offices, Ely, Cambridgeshire
- JOB PURPOSE:** To undertake claims investigation site visits, precondition surveys, inspection reviews and desktop studies and to act as a point of technical contact for the Federation of Master Builders (FMB).

The job will be split between FMB Insurance Services and FMB

RESPONSIBILITIES:

Claims Investigation:

1. Make initial desktop assessments of dispute/claim forms in conjunction with policy wording and policy documentation to determine if the dispute/claim is valid and if a site visit is required.
2. Make arrangements with homeowner (and builder where appropriate) to undertake site visits.
3. Prepare dispute/claim investigation report, which should include a list of remedial works required and recommendations on the validity of a claim.
4. In the event of a claim, review quotations received from repairing builders and make recommendations to insurance companies on suitability of quotations received.
5. In the event of a dispute, work with the Support Executive and Operations Manager to ensure that communication between parties is maintained and where necessary liaise directly with each party to ensure work is being carried out.
6. Undertake final site inspection once works are completed.

Precondition Survey Reports:

1. Liaise with the Account Executive to discuss visits required to pre-existing buildings which require a new homes policy.
2. Make arrangements with the developer/builder/owner of the building to visit site.
3. Undertake structural survey of pre-existing structure.
4. Prepare report recommending (or otherwise) that the building is suitable for cover.

New Homes Inspection Reviews

1. Liaise with the Account Executive who will provide you with a list of inspection reports and photographs to review.
2. Review report and photographs and confirm whether or not the report/photographs are acceptable.
3. Where work is deemed unacceptable, prepare a list of items requiring attention and contact the developer/builder to confirm works required.
4. Provide the list of items requiring attention to the Operations Manager so that they can provide written confirmation to the developer/builder.

Desktop Studies

1. Liaise with the Account Executive who will provide all information relating to a development.
2. Using the existing list of requirements assess the data provided for any additional risks.
3. Advise the Account Executive if further information is required
4. Where necessary liaise directly with developer/builder to request additional clarification or information.
5. Provide copy desktop study to Account Executive so that they can confirm final premium price and deposit invoice to the client.

FMB

1. Act as an escalation point for the FMB Disputes Team and advise on member/client disputes.
2. Act as an escalation point for FMB Inspections to support risk-based approach to member applications.
3. Provide guidance to FMB members on technical building matters.

Other duties

1. Provide support to existing surveyor to ensure continuity within the office.
2. Undertake any other duties which reasonably fall within the remit of the role.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility at the time of writing. Your manager will, in discussion with you, review the job description from time to time. It is the FMB's intention to work with you to update and incorporate changes to your job

description as required. However, if agreement cannot be reached, the FMB reserves the right to impose changes.

Person Specification

Essential

Qualifications and Knowledge

RICS Chartered Surveyor or equivalent

Excellent standard of English (minimum GCSE Grade C or equivalent)

Computer literacy (competent use of email, Word for routine and semi-routine letters; very good working knowledge of Excel; data entry)

Able to develop a good understanding of the range of insurance products offered by FMB Insurance

Good report writing and analysis skills

Good oral communication skills

Experience

Experience having worked as a building surveyor for a minimum of five years post qualification.

Skills and aptitudes

Excellent attention to detail

Good customer service skills, able to deal with callers and claimants in a polite and efficient manner

Able to work within a small team

Self sufficient whilst recognising when to refer matters

Special conditions

Satisfies any requirements of the Financial Conduct Authority (FCA)