



Hexagon

Surveyor Intern (Stock Improvement)

Recruitment Pack

April 2026



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Welcome letter

April 2026

Dear Candidate

Surveyor Intern (Stock Improvement) 12 month fixed-term contract

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format, please contact us on the details below.

As a provider of high-quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Sunday 26th April 2026**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

Our Stock Improvement service is one of the most important services that Hexagon provides and is one of the main services by which our residents judge us, alongside our Responsive Repairs and Property Safety teams. The Head of Property and Building Safety oversees all three departments.

As an organisation, we are absolutely determined to provide an excellent service to all our customers.

You will join a team of experienced surveyors and play an important supporting role, both to the surveyors by assisting them with their more routine tasks and providing data administration assistance to the data administration team. You will join the surveyors to carry out stock condition surveys, onsite diagnostics, ongoing and completed works inspections. You will have the opportunity to shadow our externally contracted surveyors as part of your opportunities to gain valuable experience from survey experts.

The role will be directly line managed by the Stock Improvement Manager who will ensure you gain as much value out of the 12-month experience as you contribute to the team's mandate. The intern role will be fully integral to the small team of seven.

The five most important, interesting, and exciting challenges for this post, include the following:

1. Engaging with and supporting our small in-house team of surveyors and data administrators in achieving our KPI targets.
2. Driving up resident satisfaction with the Stock Improvement service.
3. Gaining valuable experience of contract procurements and administration.
4. Conducting diagnostics, and both pre- and post-inspections of contractor works to ensure compliance with Hexagon's quality standards and value-for-money.
5. Developing your surveying skills by carrying out Stock Condition surveys alongside external consultants and the seasoned in-house surveyors and liaising with residents and other key stakeholders involved in any projects you are assigned to.

Job Description

Job title: Surveyor Intern (Stock Improvement)

Responsible to: Stock Improvement Manager

Grade: Intern

Purpose: Carry out surveys, contract procurement and administration, working alongside experienced colleagues and our contracted external surveyors. Support administration activities, that keep the stock improvement programme running smoothly.

Principal Accountabilities:

1. Assist in carrying out comprehensive stock condition surveys to assess the age, condition and remaining lifespan of key building components.
2. Assist in collecting, recording and maintaining accurate property data to support the development of short, medium and long-term stock investment programmes and energy efficiency initiatives.
3. Support the Decarbonisation and Retrofit Project Manager in completing routine administrative tasks on the Warm Homes: Social Housing Fund Wave 3 Programme.
4. Work closely with colleagues and our external consultants to ensure survey information is captured consistently and supports effective asset management and long-term planning.
5. Ensure entries on the Asset Management CRM portal are updated promptly and follow up with the Surveyors and Project Manager.
6. Follow up on outstanding insurance claims and outstanding administrative tasks. Process invoices for approval and raise purchase orders via Hexagon's eProcurement portal – Panacea.
7. Champion and demonstrate Hexagon's core values in all interactions, working collaborative and professionally with colleagues, residents and stakeholders.

General

8. Act always in accordance with Hexagon's published policies and procedures.
9. Maintain high standards of probity and confidentiality.
10. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.

11. Carry out all other duties as may be reasonably be assigned

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, it subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.

Person Specification – Surveyor Intern (Stock Improvement)

Skills Required

Level

Qualification

Essential

Degree in Building Surveying, Asset Management or related built-environment discipline.

Skills/Knowledge/Abilities

Essential

Technical awareness of building systems, construction types and maintenance considerations.

Understanding of asset lifecycles and stock condition principles.

Awareness of property surveying techniques and methodologies.

Clear written and verbal communication; able to engage professionally with residents, colleagues and stakeholders.

Comfortable using Microsoft Office, mobile devices and systems to accurately collect, record and manage property data (e.g. CRM systems).

Able to manage time effectively, meet targets and support delivery of KPI-driven services.

Accurate data inputting and record-keeping skills to support asset management and investment planning.

Personal Qualities

Essential

Willingness to learn, develop and gain practical surveying experience.

Able to work collaboratively within a small team and with external consultants.

Commitment to improving resident satisfaction and delivering high-quality service.

Flexible and willing to undertake a range of surveying and administrative tasks.

Desirable

Full UK driving licence and access to a vehicle.

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

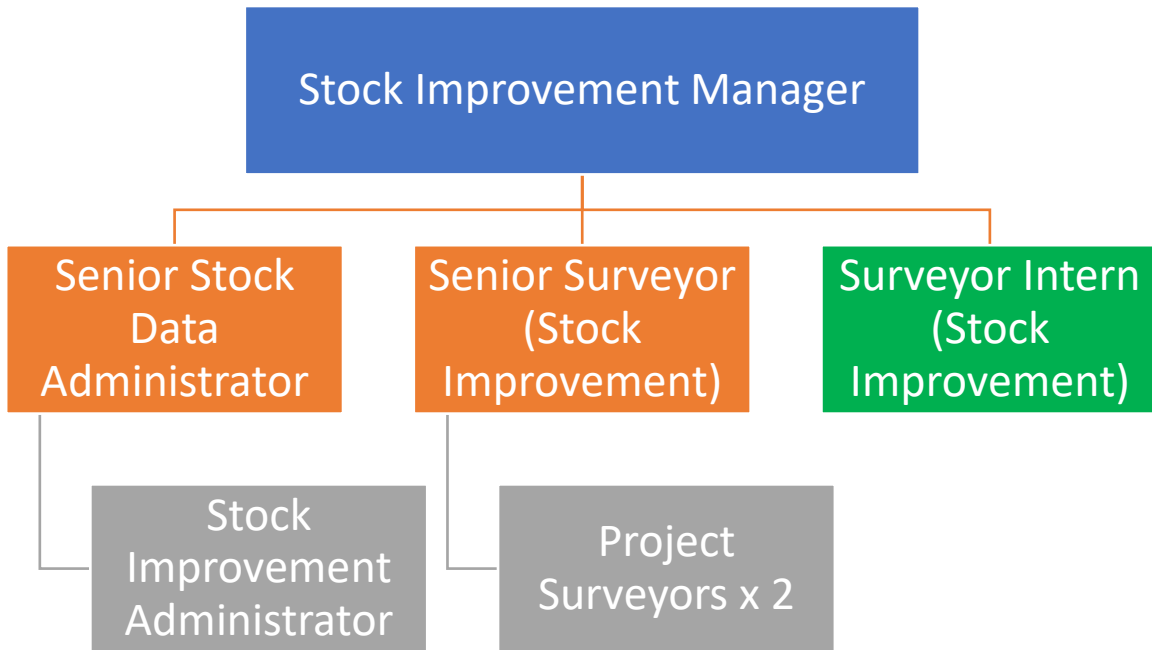
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> Be polite Keep your promises Communicate updates regularly Listen and show empathy Be solution focused with a 'can do' attitude Ask and act on feedback from customers 	<ul style="list-style-type: none"> Seek to understand difference Treat people as individuals Be self-aware of own bias Be non-judgemental Be respectful 	<ul style="list-style-type: none"> Don't blame, just explain Don't pass the buck Acknowledge and follow up emails/queries within agreed times Keep calendar presence up to date Respect others' time 	<ul style="list-style-type: none"> Share skills and good practice Collaborate and work as a team Attend job/person centred training Be trusting and trustworthy Be constructive Ask for what you need to do your job
Managers	<ul style="list-style-type: none"> Embed the CATH principles Take ownership for customer experience Learn from customer feedback Listen and take action 	<ul style="list-style-type: none"> Be aware of individual staff traits Respect different ways of working Be flexible in setting objectives Be fair and equitable to all team members 	<ul style="list-style-type: none"> Listen to staff and explain when making changes Set intelligent SMART objectives Recognise achievements Be consistent Be results focused Put policies/procedures in place and make sure they are followed 	<ul style="list-style-type: none"> Promote ongoing learning for team members Set clear priorities and expectations Be supportive and flexible Step in with support when resolution is needed
Directors	<ul style="list-style-type: none"> Consider the impact of decisions on customers Be seen to be listening Be close to the 'frontline' Be strategic, seeing the bigger picture Guide change 	<ul style="list-style-type: none"> Be a champion and voice of diversity Be accessible and approachable Be fair in conflict resolution Set a positive performance management framework that recognises difference 	<ul style="list-style-type: none"> Set realistic but stretching objectives Be visible and interact with staff/residents Be honest and transparent Be open to constructive feedback 	<ul style="list-style-type: none"> Set clear direction and delegate Lead by example Get to know and value your people Provide recognition

Organisation Chart – Stock Improvement



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Surveyor Intern (Stock Improvement)

2. Remuneration

Salary London Living Wage - £26,936

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme with 3 x salary life assurance.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

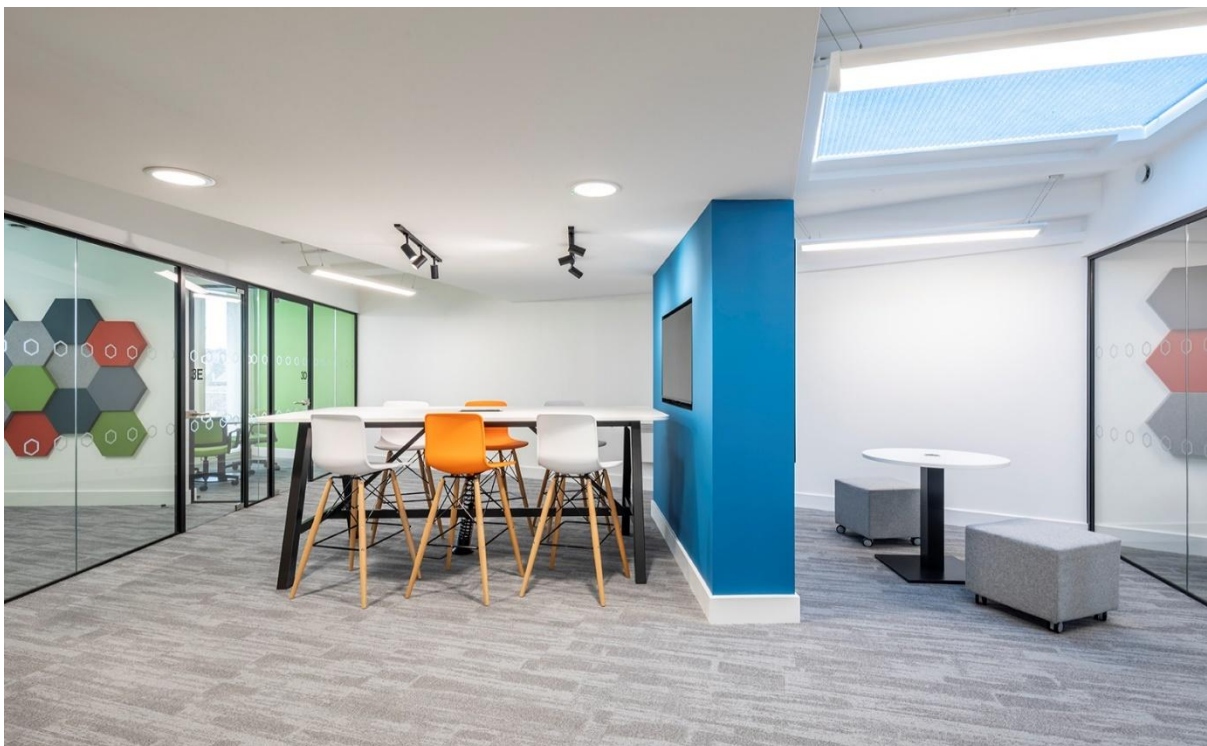
26 days plus 8 public holidays.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Hybrid Working (office/home) at least 2 days per week office based.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Surveyor Intern (Stock Improvement)

Salary: £26,936 London Living Wage – 35 hours per week

Contract: 12 month fixed term

Location: South East London Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

We are seeking an intern to join our committed Stock Improvement team. Reporting to the Stock Improvement Manager you will gain hands-on experience carrying out surveys, contract procurement and administration, working alongside experienced colleagues and our contracted external surveyors. You will also support administration activities, that keep the stock improvement programme running smoothly.

In addition to good educational attainment (Degree in Building Surveying, Asset Management or related built-environment discipline) our ideal intern will have:

- Clear written and verbal communication; able to engage professionally with residents, colleagues and stakeholders
- Technical awareness of building systems, construction types and maintenance considerations
- Understanding of asset lifecycles and stock condition principles
- Awareness of property surveying techniques and methodologies
- Comfortable using Microsoft Office, mobile devices and systems to accurately collect, record and manage property data
- Good time management skills – able to meet targets and support delivery of KPI-driven services
- Willingness to learn, develop and gain practical surveying experience.

Driving licence and access to a vehicle for work would be desirable but is not essential.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold, that is committed to employee engagement, values its staff, and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (2 days per week office based), and 26 days annual leave.

The successful candidate will be required to undertake a Basic DBS check.

Closing Date: Sunday 26th April 2026

Interviews will be held in person on Wednesday 6th May 2026.

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – Sunday 26th April
Short listing:	Wednesday 29th April
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Wednesday 6th May With Panel members (Stock Improvement Manager, Senior Surveyor and Senior HR & Facilities Officer)