

Job Description and Person Specification

Employing Authority:	Redditch Borough Council
Job Title:	Surveyor
Directorate:	E, C, H, P
Responsible to:	Senior Surveyor
Grade:	8
Responsible for:	N/A
Hours of Work:	37 hours per week

Strategic Purpose:

Help me to find somewhere to live in my locality.

Departmental Purpose:

Help me keep my home in good repair and do sensible things to maintain it.

To understand the needs of our customers and to identify what is required to ensure that customers receive the help/service they need in order to resolve their issue or problem.

Carry out appropriate tasks and to work with in-conjunction with colleagues, 3rd parties, partners and suppliers to deliver the services that our customers want and need.

Adapt to the changing needs of our services and customers.

Purpose of the Role

To undertake extensive building contract administration, the preparation of legal contract tender documentation, specification, supervision and monitoring of capital contracts for Council owned Housing.

To carry out inspections of void and tenanted properties to agree work specifications.

To be responsible for the delivery of a customer focussed Capital programmes of work. Proactively engaging with residents to provide support, advice and interventions to ensure that properties are effectively maintained, all repairs are undertaken promptly and to high standards, contractors are monitored and supervised ensuring performance targets are achieved and high levels of customer satisfaction is attained.

Main Duties

- To undertake feasibility studies and stock condition surveys, and to prepare specifications and schedule of works for possible remedial works.
- To provide regular updates of expenditure on capital budgets and performance of the services and to maintain financial and statistical records for all capital works including any special projects.
- Monitor and supervise contractors to ensure an effective and efficient delivery of work/contract
- To prepare and present regular progress and performance of contracts following monthly contract meetings
- To be responsible for dealing with any customer complaints and undertaking the necessary action
- To assist in the identification of properties and schemes requiring future planned maintenance programmes including carrying out stock condition surveys.
- To carry out pre and post inspections of void properties and prepare detailed schedule of works for contractors, obtain necessary quotations in accordance with the Councils Corporate Procurement Rules
- Carry out surveys of specialist projects/works and compile information to assist with the preparation of specifications and other contract documents, including measured surveys.
- To ensure compliance with all statutory requirements and respond quickly to actions arising from the Council's legal obligations, .e.g. Section 82's and Section 11 requirements
- To work in compliance with appropriate legislation including Financial Regulations, Corporate Procurement Rules, Data Protection Act and the Standing Orders of Redditch Borough Council.

- To carry out all duties with a working knowledge of Health and Safety and CDM regulations whilst adhering to the safe systems of work specified in the Redditch Borough Council Health & Safety policy.
- To maintain an awareness and knowledge of changes in legislation that may affect schemes of work i.e. Health and Safety, Building regulations, Asbestos Awareness, Case Laws etc.
- To exercise proper integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.
- To promote an effective relationship between the Redditch Borough Council, it's tenants and the local community to pursue a high standard of quality of service.
- To adopt high standards of personal and professional conduct in communication with the public, members and other officers.
- To undertake such other duties commensurate with the experience of the post holder and the grading of the post.
- To provide excellent repairs and maintenance services to customers in accordance with Redditch Borough Councils policies, procedures and service standards, including:
 - Delivery of all reactive, void property, service charge, and estate management maintenance activities
- To assist the with the preparation of appropriate Tender & Contract Documentation
- To ensure that all repairs and contracts are commenced, completed and inspected in accordance with agreed programmes and within budget
- To ensure that the quality of work by contractors appointed for reactive, void and service charge maintenance and service contracts is of the highest standard and complies with Redditch Borough Councils requirements
- To liaise with Tenants, key stakeholders, tenancy officers and other departments directly affected by the works to ensure that they are fully aware

of the initial proposals and any variations instructed during the course of the works

- To carry out void inspections and co-ordinate and supervise all necessary remedial works to return properties to a condition suitable for re-letting
- To manage and report on performance against departmental targets for all repairs and contractors
- To report on the performance of all Contractors and Consultants against set criteria and to agree with the Team Leader any direct action to be taken in the event of unsatisfactory performance
- Contribute to the development and regular review of departmental services and policies, ensuring that these are consistent, compliant with statute and regulation and reflect best practice.
- To co-operate with the company on health & safety matters by following agreed safe working procedures, using safeguards appropriately, attending health & safety training and reporting all hazards, near misses and unsafe conditions that you become aware of.
- To operate within all Council policies on the employment of staff, including recruitment, conditions of employment, pay and benefits, discipline and grievance, performance management, service reviews and equalities.

Other:

To be fully effective, the role requires interaction of the post holder with colleagues, partners and contractors at a variety of levels, for example:

Internally:

- Councillors
- Senior Officers
- Fellow managers within Housing.

Externally:

- Contractors and consultants
- Tenants, leaseholders and other customers.
- Professionals from other authorities and organisations who work in partnership with the council.

Professionally:

- Participating in national compliance and property groups.
- Participating in the relevant professional body.

The post holder will be responsible for keeping up to date on current trends in building and contract management best practice and legislation and providing necessary information and advice to staff, contractors and stakeholders on ensuring compliance is effectively managed to current standards and taking action dependant on the nature of any failure to meet a specific standard.

Role Principles:

I will remember what matters to the tenant / customer by:

- Aiming to provide tenants / customers with the service that they want and need
- Helping my colleagues and internal customers to sort their tenant / customer requests
- Helping our tenants, residents and visitors to get the service they require
- Avoiding tenant / customer confusion by not passing them around or handing them off to others
- Trusting our tenants / customers
- Being efficient, polite, professional, friendly and cheerful
- Helping others to help themselves if appropriate
- Keeping information confidential and adhering to the Data Protection Act 1998

I will be available to our tenants / customers when they need me by:

- Working as a team to provide cover operationally and in the office
- Enable flexible working to ensure we have the right people in the right place at the right time to meet requests.
- Working across various Council sites in both Redditch
- Working with my colleagues to prioritise and manage my workload and tasks in response to the requests
- I will have a flexible approach to work, supporting service change and transformational improvement

I will support my team members by:

- Working with them to make sure that we deliver the service our tenants / customers need
- Using my strengths to help others develop including trainees and apprentices
- Talking to others if I have concerns about something not being done right, rather than allowing it to keep happening
- Identifying areas of poor service or service failure and ensuring that remedies are put in place as soon as possible (possible alternative to point below)
- Helping others to understand and work systems thinking way

I will always aim to meet tenant / customer's needs.

- Understanding what matters to the customer and acting upon it
- Owning the tenant / customer enquiry and doing everything possible to meet our purpose
- Giving accurate information
- Recording accurate information
- Taking responsibility for sharing information
- Working collectively to ensure that we have the right information available
- Making decisions based on the information available in the interest of the tenant / customer
- Ensuring that we meet industry standards and best practice and that we act legally and safely
- Ensuring that any action is not to the detriment of our other tenants / customers
- Ensuring requests for services get to the right organisation if we are not responsible
- Giving the tenant / customer clear information about what will happen and when
- Giving advice about who might be able to help if we are not able to
- Working with other organisations to develop and support the place we are working in
- Identifying the real problem and fixing it once and for all
- Following up enquiries if necessary to check that the tenant / customer received the expected service
- Pulling support from the right 'expert' when needed

I will use and update computer systems and help to develop new ways of working and technology by:

- Telephone
- IT Systems for recording customer requests and measures
- Email
- Web site
- Paper based systems (i.e. filing)
- Intranet / GIS Systems
- Photocopiers and printers

I will support the services by:

- Communicating with tenants / customers, suppliers, contractors, colleagues and Councillors both verbally and in writing
- Organising meetings with 3rd parties, contractors, housing associations, etc.
- Order equipment, plant and PPE
- Handle monies due to the Council for services provided
- Undertake such other reasonable duties

I will take ownership for developing and improving the system and our work by:

- Changing the way we work to meet requests
- Taking ownership for developing my skills to meet requests by making sure that I have the right training and knowledge
- Identifying any issues with equipment, plant, vehicles that will help us to meet our customers' needs
- Sharing knowledge and learning across the whole team
- Working with others to develop a greater understanding of the whole service
- Understanding, identifying and designing out waste steps in the system
- Making changes based on facts and data
- Making decisions, taking the initiative and solving problems
- Attending and contributing to meetings
- Helping to solve system conditions, issues and barriers
- Working with and supporting the management team

I will support the management team by:

- Working with them to make sure that we deliver the service our customers need
- Working with management and other staff to produce reports from data held to assist with service improvement and project management
- Using the information collected to make informed and intelligent decisions on changes to the services
- Assisting with the monitoring of measures and service standards
- Agreeing the appropriate working times at different times of the year
- Authorising annual leave
- Monitoring and approving any designated departmental budgets, timesheets and purchase orders

I will measure what is happening in the system to inform further improvements by:

- Recording data to help us measure our system
- Understanding the type and frequency of all requests
- Understanding complaints, compliments and other feedback from both external and internal customers

I will make sure that the environment I am working in stays safe by:

- Complying with the Health and Safety at Work Act 1974 and all council policies and procedures, safe working practices and risk assessments in the delivery of services to our customers.
- Ensuring reasonable care for my own health & safety
- Ensuring reasonable care for the health & safety of anyone who may be affected by my acts or omission

- Reporting all accidents and near-miss incidents immediately
- Provide and maintain safe plant and safe systems of work including ensuring CDM regulations are correctly applied.
- Reporting any repairs and maintenance issues
- Ensuring that I and others have received the correct training
- Provide any information, instruction, training and supervision required to ensure safety
- Ensure that I and others use and maintain all appropriate Personal Protective Equipment
- Ensure safety in use, handling, storage and transport of articles and substance
- Co-operating with my employer or any other person to enable legal obligations to be met
- By not misusing or interfering with anything provided in the interests of health & safety at work
- Maintain the place of work in a safe condition and provide a safe means of access and egress to it
- Provide a working environment that is safe and adequate as regards facilities and arrangements for employee's welfare
- Carry out duties and responsibilities under the Data Protection Act 1998, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

All of the above duties must be linked to risk assessments, carried out under the Management of Health and Safety at Work Regulations 1992 (MHSWR).

Person Specification

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

- 1 – Application form
- 2 – Interview
- 3 – Exercise (eg psychometric, case study, presentation etc)
- 4 – Evidence (eg certificate, membership card, course registration etc)

E – Essential

D - Desirable

Knowledge and Experience

	Knowledge and Experience	Essential / Desirable	To Be Assessed By
1.	At least 3 years post qualification experience working in a building / surveying environment.	E	1, 2 & 4
2.	Knowledge of statutory legislation, financial and contractual regulations.	E	1&2
3.	Experience and knowledge of repairs and maintenance.	E	1, 2 & 4
4.	Experience of contract administration.	E	1, 2 & 4
5.	Experience of budgetary management.	E	1, 2 & 4
6.	Experience of planned programmes of work.	E	1, 2 & 4
7.	Experience of Health and Safety – CDM/Asbestos.	E	1, 2 & 4
8.	Well-developed knowledge of Building Regulations and compliance.	D	1, 2
9.	Knowledge of Contract Procurement.	D	1, 2
10.	Knowledge of Decent Homes Standards.	E	1, 2
11.	Good understanding of Schedule of Rates.	D	1, 2

Qualifications and Professional Memberships

	Qualifications and Professional Memberships	Essential / Desirable	To Be Assessed By
1.	HNC/professional qualification in building construction related field and/or related qualification and an additional 2 years post qualification experience of capital contracts and project management or considerable experience (5 Years +) in a similar role.	E	1,2 & 3 4

2.	Accredited Energy Assessor.	D	1, 2 &4
3.	CSCS Qualification.	D	1, 2 &4
4.	Experience of using Auto Cad.	D	1, 2 &4
5.	HHSRS Qualification.	D	1 & 2

Job Specific Skills, Behaviours and Personal Attributes

	Job Specific Skills, Behaviours and Personal Attributes	Essential / Desirable	To Be Assessed By
1.	Ability to deal with pressure of conflicting deadlines.	E	1, 2
2.	Ability to develop, implement and follow policies and procedures.	E	1, 2
3.	Well organised and self-motivated.	E	2
4.	Ability to understand complex information and translate this to a variety of clients, including report writing.	E	2
5.	IT skills including Microsoft Office.	E	1, 2
6.	To provide technical advice and guidance to other staff and tenants.	E	1, 2
7.	Actively seeks and implements changes and improvements to current practices.	E	2
8.	Comfortable to make and stick to decisions even if they are unpopular.	E	2
9.	Excellent customer service and organisational skills.	E	1, 2
10.	Good interpersonal skills.	E	1, 2
11.	The ability to lead a project.	E	1, 2
12.	Can work under pressure.	E	1, 2
13.	Self-motivated.	E	1, 2
14.	Good communication.	E	1, 2
15.	Team player.	E	1, 2
16.	Recognises and confronts problems, adjusting easily to testing situations.	E	2
17.	Confident and not unduly self-critical, though still able to learn from mistakes.	E	2
18.	Good at Problem solving.	D	1, 2
19.	Full driving licence and daily use of a car	E	1&4