

Technical Services Planned Surveyor



Job Description

1. POST DETAILS

Business Centre:	Housing
Division:	Housing Technical Services
Post Number:	TBC
Working Hours:	37
Grade:	10
Work Base:	Civic Centre
Prepared/Agreed by:	
Date:	June 2021

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Senior Contracts Manager
Deputising Responsibility:	As Directed
Directly Supervises:	As Directed
Indirectly Supervises:	As required

3. JOB PURPOSE

To assist with the maintenance and improvement of the Council's housing stock. This role will focus on delivering planned major and minor improvement works and where necessary day to day programmes. Located within the Housing Technical Services Team, the post will aim to provide excellent surveying, contract management, and customer service by working in partnership with internal and external stakeholders to ensure the departmental/team objectives are achieved.

This will include supporting the delivery of specialist works, planned works, day to day activities as required, and professional Services through the various works programmes the teams deliver.

The work includes, contract and project management, dealing with contractor issues and resource management, some inspection of properties, diagnosing and identifying of defects, writing specifications, reports, inviting tenders, management of the tender process with procurement, cost evaluations, contract supervision and compliance, quality management, and checking authorising payments. Excellent communication and negotiation skills are required to ensure a cost effective; quality services are delivered within limited resources and a pressured environment.

Note - The job description is not a definitive list of tasks. It is envisaged that you will use your own initiative and work within the framework of the Council's policies. You may be required to work within other groups to achieve these aims from time to time, take a holistic approach to the provision of the service and to ensure that Runnymede is recognised as an innovative and proactive Local service provider

4. OBJECTIVES

1. To provide senior technical surveying and contractor management resource support relating to the maintenance and improvement of the Council's housing stock through planned and reactive minor and major works.
2. To develop, support, and maintain relationships with technical services team members, internal, and external stakeholder, providing senior surveying, technical advice, and direction to assess our customer needs.
3. To advise and support our inspectors, surveyors, and customers in resolving their queries and issues, ensuring that expectations are managed, and proactive resolutions are identified with team members, setting priorities and the meeting of work objectives as required.
4. To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that any relevant KPI's are met.
5. To work positively and collaboratively with colleagues to support and direct and manage resources effectively to achieve the Technical Services and department's action plan and business objectives.
6. To be available to as directed to respond to emergencies (major incidents) in accordance with the department's requirements under the Council's Emergency Response Procedure
7. To undertake and participate in regional tenant representative meetings and report on maintenance issues as directed
8. To attend training and development activities, or events, organised by the Council or the Housing Business unit, some of which may require travel.
9. To take personal responsibility for maintaining the necessary knowledge, skills and qualities required to carry out the job effectively and for communicating any training needs to the management team.

MAIN DUTIES OF THE POST

Maintenance and Planned works

1. To plan, instigate and supervise the improvements to the Council housing stock necessary to maintain the standards of condition and repair as set out in the Council's Housing policies.
2. To ensure the carrying out of minor and major planned repairs, improvements to the Council's Housing stock to enhance the asset value and the quality of accommodation provided for our residents
3. To accurately specify minor and major works packages of planned or cyclical and works, including responsibility for their procurement using an electronic tendering process, and manage their implementation.
4. To plan, instigate and supervise the disabled adaptations necessary to comply with the Disability Discrimination Act and Part M Building Regulations in association with Surrey County Council Occupational Therapists.

5. To provide senior surveying and contract management services and ensure quality control for the yearly cyclical contracts.
6. Provide pre and post contract management services, including the necessary supervision of contractors to achieve objectives
7. To plan, instigate and deliver professional senior surveying input and management of resources relating to more complex building and improvement works required on Council homes and as directed.
8. Carry out surveys or ensure the carrying out of appropriate survey and inspection activities as required, and maintain and update electronic records including the monitoring of the asbestos reporting portal, for improvement works to be effectively planned and delivered to the Councils housing stock.
9. To deliver a pro-active customer-oriented planned and repairs services providing value for money, liaising with customers, and internal inspection and surveying staff, to agree priorities and delivery of objectives.
10. Specify and where necessary draw up contract documents, manage tenders with procurement, monitor progress of projects and ensure inspection of works is completed and is fully compliant
11. Undertake internal and external audits of surveying and inspection activities, to monitor quality of workmanship delivered by staff and contractors.
12. Ensure the accuracy of information systems records and timely updating of documentation to ensure all priorities are managed and delivered on time and to quality and H&S requirements especially in the context of asbestos surveys and compliance.
13. Liaise with members, and senior managers as required to provide accurate written reports as directed relating to the delivery of service objectives, taking action to resolve poor performance in accordance with council policies and procedures.

Budget Management and Planning

1. To be responsible for the control and monitoring of expenditure associated allocated work programmes and contracts, as required, and directed
2. To advise and support the Technical Services Manager in setting annual budgets, programmes, of planned, and repairs works by identifying works necessary through accurate information utilising our asset management system and sound surveying principles
3. Ensuring effective financial monitoring and controls in accordance with agreed procedures, to provide regular monitoring of expenditure, commitments and forecasts as required
4. Operate within the levels of any delegated authority and financial controls/audit requirements.
5. To ensure that all claims for payment are properly scrutinised and processed within appropriate time scales and resolve any anomalies that might arise within the team resources. Where necessary, discuss any concerns with the Senior Contracts Manager.
6. Manage planned and maintenance works contracts and ensure that professional surveying, resource management, and financial controls are exercised.

Health and Safety

1. To ensure through professional deployment of resources and sound contract management that all necessary H&S and complaint management requirements are always met.
2. To ensure that contractors comply with health and safety and relevant CDM requirements contained in the contract specifications issued and access as required the asbestos portal updating the report details as required.

3. Ensure that complete Fire Risk Assessments to communal areas of the Housing stock, considering and recording all the relevant fire related safety issues in the format required are carried out to meet all fire safety inspection requirements.
4. Carry out generic health and safety audits on contractors undertaking works for the Housing maintenance team, recording the observations, and sharing these with contractors and Housing maintenance staff issuing compliance notices as required and in compliance with contract requirements
5. Be aware of general health and Safety issues that may apply to residents in their homes which may cause concern to the Council and its landlord function providing professional guidance as required.
6. Be responsible for reporting any concerns for the safeguarding of any residents that you may come across in line with your duties and reporting these concerns through the appropriate cascade of responsibilities

Performance Management

1. To be responsible for the achievement of key performance indicators relevant to the area service provision and supervision required by the senior surveying post.
2. Ensure the effective use and update of the Council's Housing systems, including the Asset Management, Management Information, asbestos portal, Customer Relationship Management, and Housing systems, as required.
3. Work with and support other members of the housing maintenance team to direct and ensure efficient ways of working.
4. Ensure that customer satisfaction surveys at the completion of the work are completed and be responsible for the quality and effectiveness of services to the tenants,
5. Assist, support, and provide professional surveying guidance in respect of technical Policy & procedure reviews.
6. To ensure contractors are fully briefed on the standards of behaviour and performance required by the council under the contract obligations and requirements and ensure other surveying and inspection staff always complete this task.
7. To regularly monitor and review the performance of the, inspectors, surveyors, and contractors through appropriate processes, including quality checks, joint visits, performance objectives and deadlines. and complaints monitoring.
8. To ensure that contractors are aware of their responsibilities under the Health and Safety at Work Act and CDM and are adopting safe methods of work that meet their and the Council's requirements.
9. To ensure that contractors provide value for money by ensuring the checking of invoices for accuracy against schedules of rates and market testing where required

General requirements

1. To ensure data is processed in accordance with the regulations of the General Data Protection Regulation (GDPR)
2. To support technical innovation within the property services section and keep abreast of the latest developments in responsive repairs / voids management and modern repair techniques

General

The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.

Person Specification

Senior Housing Surveyor (Interim)

	Method of Assessment	
	App Form	Interview
<p><u>Essential Qualifications</u></p> <p>Full membership of RICS or similar by qualification of experience Experience of working within a Social Housing environment with extensive experience of undertaking major works and maintenance projects and contract management.</p> <p>Significant experience of managing surveying, inspection staff, and contractor resources through sound project and contract management procedures.</p> <p>Awareness of Health and Safety and compliant requirements including CDM regulations</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Desirable Qualifications</u></p> <p>Educated to degree level in construction related discipline</p> <p>H&S Evidence of any necessary qualification relating to the H&S Housing Environment.</p> <p>Successfully completed an IFE recognised fire risk assessment course or hold an independent third-party accreditation in fire risk management</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Essential Working Experience</u></p> <p>Knowledge of building defects and the ability to identify solutions and remedial works</p> <p>Ability to prepare clear and detailed building specifications, and for those relating to DFG and DDH compliance</p> <p>Project management and contract skills and experience of managing projects from inception to completion within budgetary constraints, together with necessary site supervision of works in progress, co-ordination of contractors, consultants, and internal staffing resources</p> <p>Detailed understanding of and Working with a Schedules of rates</p> <p>Significant experience of managing staff in a similar environment Knowledge of standard IT packages and the use of databases</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<p><u>Desirable Working Experience</u></p> <p>Working knowledge of safeguarding children and vulnerable adults' legislation; signs of radicalisation and a clear understanding of the Equality Act 2010</p> <p>Competent use of Word, Excel, Outlook, Codeman environment</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p><u>Essential Skills/Attributes</u></p> <p>Problem solving and analytical skills to contribute to the diagnosis of problems/issues and the identification of solutions/recommendations</p> <p>Ability to manage and control project budgets</p> <p>Experience of working with members and direct contact with customers</p> <p>Ability to work, plan, and implement effectively</p> <p>Ability to work under pressure and own initiative</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Essential Personal Qualities</u></p> <p>Manage confrontational situations and diffuse difficult situations.</p> <p>Excellent customer care skills</p> <p>Excellent communication, report writing, and interpersonal skills with the ability to persuade, promote and explain technical schemes and issues in simple terms to customers and colleagues</p> <p>Able to work collaboratively with staff, partners, and stakeholders.</p> <p>Positive attitudes to change</p> <p>Demonstrate a commitment to the provision of a high-quality technical services</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Career Objectives</u></p> <p>Attend all relevant training as considered appropriate to this placement</p>	<p>✓</p>	
<p><u>Special Requirements</u></p>		

<p>The successful candidate will be required to safely access building and maintenance sites and contract works, including the access of scaffolds and working at heights.</p>	✓	
<p>Hold a valid driving licence and have access to a vehicle insured for business use.</p>	✓	