






Job Description: Post Title

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Planned Works Surveyor - Aids & Adaptations
Service:	Housing
Team:	Property Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Planned Works Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
<p>Collaboration</p> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<p>Wellbeing</p> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<p>Trusted</p> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<p>Value for Money</p> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<p>Professionalism</p> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To lead and manage aids and adaptations requests for adaptations to council properties from receipt to successful completion
- Support the delivery of Adaptations in residents' homes with the Aids & Adaptations Surveyor
- Support all aspects of the contract administration including day to day oversight of work in progress of Capital upgrade works and adaptations building robust relationships with our contractors to deliver high-quality cost-effective work.
- Delivery of excellent service to all customers in line with published service standards, including provision of advice and assistance to all customers
- Support collaborative and cross functional working, sharing resources across the team and the wider Housing Service to meet operational targets and priorities.
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- Equality and Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties

MAIN DUTIES AND ACCOUNTABILITIES

Operational

- Responsible for ensuring cases are logged and processed, making use of suitable tracker to track requests to ensure outcome within reasonable timescales
- Responsible for contract administration, program management, and associated processes.
- Act as main contact for tenants who are applying for major and minor adaptation work, managing their expectations, and ensuring their understanding of the works that will be completed in their homes.
- Liaison with tenants, Resident Support Officers partnering agencies, and contractors to ensure that the needs of our residents are considered and appropriate.
- Ensure all requests are logged within agreed timeframes.
- Ensure that the housing and property management systems are regularly and adequately updated to ensure the validity and accuracy of work orders, stock, and asset information.
- Responsible for the delivery of high quality, effective admin tasks and service provision in support of the Property Services Team within Housing Operations.
- **Primary Focus: Responsive Repairs, Planned Works, Compliance & Aids & Adaptations.**
- To deal efficiently with telephone calls & a plethora of broad ranging correspondence relating to Property Services, ensuring an efficient service is maintained whilst adhering to specific policies and procedures.
- Understand, maintain, and operate computer systems, including Orchard, Agresso, Keystone, Sharepoint, Case Management, Civica & Microsoft office suite.
- To maintain accurate records, collating & recording relevant information regards to the subject matter
- To provide administration support to the Planned Maintenance Team, A&A & Responsive repairs Team in respect of communicating with our residents, contractors, resident focus groups, members of the public, councillors and MPs guaranteeing a timely answer to all enquiries.
- Assist in providing support to residents and team members in the delivery of all associated work streams for the Planned Works team (To provide administrative support

to the Planned Works Officers, including of raising of works orders, mail merges, correspondence, Monthly Contractor Meeting minutes and general administrative duties)

- Management & coordination of Section 20 leaseholder process (management of tracker/spreadsheet & letters)
- To provide administrative support to the A&A officer, in respect of raising works orders on Orchard and recording on the A&A spreadsheet, responding to A&A inbox and liaising with OT's ensuring the customer receives prompt and complete responses to their enquiry and a record of actions logged accordingly.
- To provide administrative support to the Compliance team
- To provide administrative support to the Responsive Repairs team in respect of the Post Inspection process (liaise with WBC Inspectors, raise relevant inspections and record on Orchard) and review all daily works orders related to repairs, raised by the CSC to the appropriate contractors to ensure that:
- Repair priorities are correctly determined and applied.
- Incoming requests for work are accurately diagnosed & coded using NHF schedule of rates & every job has the correct expenditure code assigned.
- Correct contact details for tenants are noted and entered onto each order raised.
- Additional details required to pinpoint exact job location are entered on to the order
- Contractual obligations relating to invoicing are adhered to by all.

Financial

- Raise and authorize works to the delegated authority of the post holder.
- Ensure that all required purchase orders are issued to contractors to enable invoice payments to be processed in a timely manner.
- Responsibility for checking and reconciliation of contractor invoices to ensure accuracy, appropriate use of schedule of rates and where required rejecting invoices which are unsatisfactory.

Customer Service

- Corporate - Deliver excellent service to customers in line with published service standards.
- Equality and Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties.
- Safeguarding – Adhere to effective safeguarding practices for vulnerable adults and children in accordance with the Councils policies, guidance and protocol.
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential by working in a non-threatening environment free of harassment and/or bullying.
- Data Protection Ensure that the principle of confidentiality and the requirement of the Data Protection Act are fully applied to the work of your service area.
- Information Sharing - Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

Training and Development

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet the business objectives, and to enable the achievement of potential.

Teamwork and Communication

- Develop robust and effective stakeholder and supplier relationships, working closely with planned works contractors.

- Support collaborative and cross functional working, sharing resources across Property Services and the wider Housing Service to meet operational and service plan objectives
- Work in partnership with contractors, Members and officers from Property Services and Housing to ensure a holistic approach to service delivery
- Working alongside the Resident Support Officer contributes to resident consultation processes in respect of planned works to be undertaken.
- Support the Resident Support Officer in their work with tenants and leaseholders who are undergoing adaptation works in their homes; dealing with the needs of residents with patience and sensitivity; explaining technical plans and specifications to a non-technical audience.

Service Development and Improvement

- Contribute to the service development and improvement planning, providing innovative solutions to improve services within available resources.
- Investigate new initiatives in building techniques, products, and materials, feeding back your findings to your colleagues and the Property Service Management Team
- When required contribute to complaints investigations in line with Council policy and to enable learnings to be embedded to aid continuous improvement.

Health and Safety

- General – Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to, risks are identified, mitigation developed and that these are managed and monitored as required.
- Construction – Ensure that there is a clear understanding of the client and contractor roles under the current CDM regulations.
- Asbestos – understand the Control of Asbestos Regulations 2012; ensure that the Council's asbestos policies and procedures are adhered too.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

DIMENSIONS OF THE ROLE

- Number of Minor Adaptations requests received: c. 200+ per annum.
- Number of Major Adaptations received: c.50 per annum.
- Annual budget : £400,000 per annum

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Dealing with planned adaptation improvement programs of work
- Managing the spend of capital and cyclical budgets for delegated projects with budgets in excess of £400K
- Reviewing and authorizing of high value payment applications and invoices
- Managing under performing contracts and developing action plans
- Resolving contractual disputes, preparing evidential cases for escalation
- Contributing information to resolve complaints and resident and Member enquiries

PLANNING/ORGANISING/CONTROLLING

- Planning, coordinating and delivering the planned adaptation improvement programs of work.
- Chairing weekly and monthly operational contract meetings to review service delivery and ensure that works are on target in terms of time, quality and value for money
- Contributing to strategic contract meetings, supporting the Planned Works Manager by provision of management information and key performance indicators

CUSTOMERS AND CONTACTS

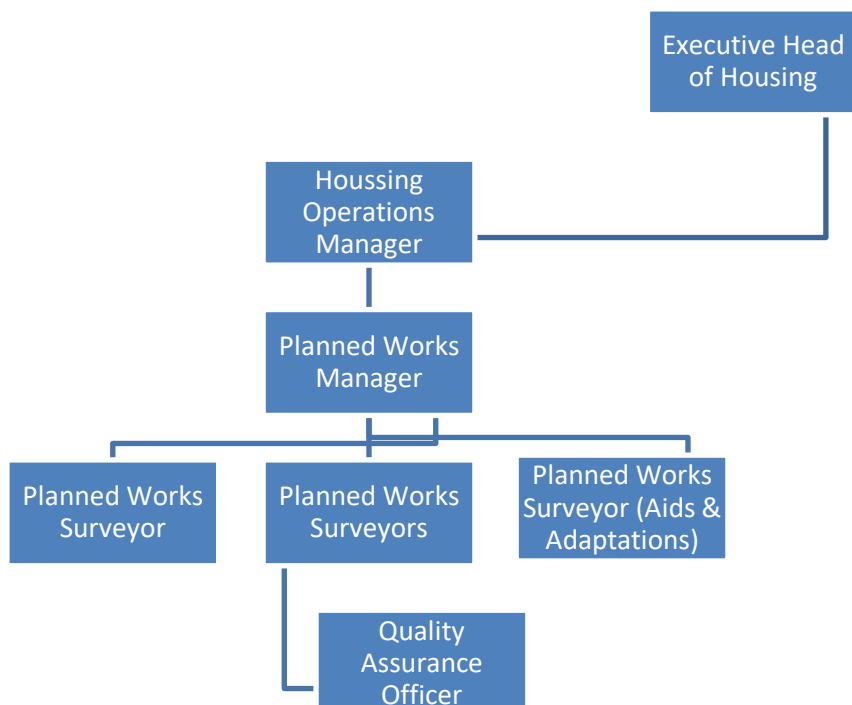
INTERNAL

- All staff and Members within the Council

EXTERNAL

- Tenants, tenant representative groups, contractors, suppliers, utility suppliers and other supporting agencies.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

PERSON SPECIFICATION				
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Higher level technical qualification (eg HND/C) in building surveying/ relevant subject or equivalent by experience	A/C	Educated to degree level in Building Surveying or other relevant technical field.	A/C
	Proven track record of successfully managing building projects from inception to completion, including all aspects of contract administration. Willing to undertake (within 6 months' probation period) Level 3 Trusted Assessor – Assessing for Minor Adaptations	A/I	Level 3 or 4 Trusted Assessor for Minor Adaptations	A/I A/I
	Well-developed IT skills including intermediate level knowledge of Microsoft Office	A	Experience of working within social housing	A/I
KNOWLEDGE /TECHNICAL SKILLS	Working knowledge of forms of building contract including JCT Measured Term, Minor Works and Termed Partnering Agreements	A/I	Experience of contract procurement within public sector	A/I
	Knowledge and experience of building construction, repair, maintenance, refurbishment and improvement works	A/I	Awareness of planning legislation and its application within building work	A/I

	Knowledge and familiarity of managing health and safety within construction, especially CDM regulations, Asbestos and Lone Working	A/I	Awareness of Safeguarding	A/I
			Experience of budgetary management and financial control	A/I
		A/I	Knowledge of central governments Decent Homes objectives and criteria	A/I
COMMUNICATION	Ability to communicate clearly and effectively ensuring that complex technical information is understood by a non-technical audience	A/I		
	Ability to produce accurate and detailed written reports	A/I		
	Demonstrate effective contract administration, dealing with challenging situations and negotiate changes to improve service delivery	A/I		
	Accurate spoken English is essential for the post	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
TEAM WORKING	Ability to work collaboratively building relationships both internal and external stakeholders	A/I	Display strong influencing skills	A/I
MANAGING SELF AND OTHERS	Display the ability to manage oneself, to prioritise workloads in order to achieve	A/I		

	personal and service level targets and objectives			
CAN DO APPROACH / ACHIEVING RESULTS	Ability to take personal responsibility and ownership for decisions, actions and consequences	A/I		
	Demonstrate the ability to learn from experiences in order to facilitate service improvement	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Full and valid driving license use of a car during working hours	A/I		
	Ability to undertake building survey activities when required. Eg - accessing roof spaces or climbing ladders	A/I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Planned Works Surveyor	Post no:	HF04 HF05
Service:	Housing Operations	JE score:	342
Team:	Property Service Team	Pay band:	6
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five-day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	3	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	

REVIEWED BY:	<i>Housing Operations Manager</i>	DATE:	February 2024
CHECKED IN:	Human Resources	DATE:	February 2024
LAST UPDATED:	Feb 2024	DATE:	