

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Housing Capital Works Surveyor

Pay Grade: W5

Directorate: Communities

Team: Housing Services

Reporting to: Housing Commercial and Assets Manager

Budgetary Responsibilities:

- Staff – N/A
 - Other Direct – N/A
 - Other Indirect – N/A
- Total N/A**

Job Purpose:

Work collaboratively with service managers, peers, contractors and customers providing a one team, customer centric approach to service delivery and ensuring the capital works programme, repairs, adaptations and major voids are delivered to the highest standard.

- Oversee and manage capital or planned works associated with the Council's housing stock, providing technical guidance and production of technical specifications that meet relevant regulations leading to homes being maintained to a high standard (Decent Homes).
- Provide an excellent and responsive customer experience and service including all relevant communications necessary when undertaking this role.
- Be part of a surveying resource group within the Housing Assets Team and support peers and cover alternative work areas as and when required.

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Main Tasks:

1. Be the primary surveying resource for the Asset Management section of the Housing Asset Management Team, covering all aspects which relate to capital/planned/compliance works, adaptations, major voids/repairs and HHSRS cases.
2. Undertake pre validation surveys as part of the stock condition survey and advise on capital investment works as and when required.
3. Oversee the delivery of all capital and planned works programmes and manage works carried out by contractors, ensuring they are executed safely, in a timely manner and to an acceptable quality standard.
4. Act as the clerk of works on completion of works and provide quality control reports to supplement the commercial/payment process.
5. Assist in addressing any dissatisfied customers and provide resolution when possible.
6. Review projects and advise on CDM requirements.
7. Undertake Adaptation surveys and liaise with Occupational Health and other specialists to ensure delivery of the Adaptions workstream.
8. Undertake pre and post inspections when necessary and produce clear detailed specifications to contractors.
9. Provide customers with a professional and friendly service that meet the agreed service levels while managing resident expectations.
10. Build and maintain strong working relationships with the Council's contractors, consultants and others and support initiatives aimed at improving service to customers.
11. Manage complex repair cases, advising and guiding contractors where necessary.
12. Respond to complaints when necessary.
13. Manage major voids, advising and guiding contractors where necessary.
14. Periodically produce performance reports as and when instructed by the Housing Commercial and Asset Manager or Head of Housing Assets.
15. Provide expert opinions when customers have queries or complaints about the homes in which they live.
16. Ensure Value for Money is achieved through effective management of contractors.
17. Be familiar with contractor pricing mechanisms.
18. Support all associated procurement activities for new contracts.

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19. To maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council.
20. To represent and promote the Council's interests as they relate to the Council's housing stock amongst other agencies, contractors and organisations etc, and to promote good relationships and joint working initiatives to achieve Council's objectives.
21. Carry out Stock Condition Surveys and update the stock condition data accordingly.
22. Identify personal training needs and attend training and development courses as and when required.
23. To carry out any other reasonable duties as required by the Head of Housing Assets and Housing Commercial and Assets Manager.

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities: N/A

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation. T=Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> HNC or equivalent qualification or extensive experience in Building Surveying or similar field 	E	A
	<ul style="list-style-type: none"> Professional understanding and knowledge of the Construction Act and other relevant legislation 	E	A
	<ul style="list-style-type: none"> Extensive working and practical knowledge of H&S and CDM 	E	A
	<ul style="list-style-type: none"> Knowledge of the Decent Homes Standards and how this is applied 	E	A
	<ul style="list-style-type: none"> Good knowledge of Building regulations 	E	A
	<ul style="list-style-type: none"> Adaptions and HHSRS Training 	D	A
	<ul style="list-style-type: none"> CSCS Card 	E	A
	<ul style="list-style-type: none"> Commitment to CPD 	E	A

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Experience	<ul style="list-style-type: none"> • Significant experience of delivering works in a similar role. 	E	A/I
	<ul style="list-style-type: none"> • Knowledge and experience in working within a local government housing service or Registered Provider (i.e., housing association) in a similar role 	E	A/I
	<ul style="list-style-type: none"> • Exceptional standards of customer care and the ability to deliver accurate and clear communications, especially on a face-to-face basis 	E	A/I
	<ul style="list-style-type: none"> • Evidence of site-based surveying and managing large scale works 	E	A/I
	<ul style="list-style-type: none"> • Demonstrable experience of liaising with residents managing works in occupied homes. 	E	A/I
	<ul style="list-style-type: none"> • Experience of undertaking HHSRS surveys 	E	A/I
	<ul style="list-style-type: none"> • Experience of delivering adaptations in occupied homes 	E	A/I
	<ul style="list-style-type: none"> • Experience of collaborative working with a range of external organisations, contractors and other council departments to achieve strategic objectives. 	E	A/I
	<ul style="list-style-type: none"> • Experience of working with Schedule of Rates, preferably the NHF Schedules 	E	A/I
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public. 	E	A/I
	<ul style="list-style-type: none"> • Proven ability to Promote a positive health and safety culture 	E	A/I
	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. 	E	A/I
	<ul style="list-style-type: none"> • Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team. 	E	A/I
	<ul style="list-style-type: none"> • Build and maintain effective working relationships with Contractors, resident groups, consultants, stakeholders and internal departments at all levels. Excellent IT skills. 	E	A/I
	<ul style="list-style-type: none"> • Compliance with financial, safety and corporate policies and procedures 	E	A/I

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Special Requirements	• Willingness and ability to travel across the borough and wider where necessary.	E	A/I
	• Occasional requirement to work outside normal office hours (including early morning or evening working)	E	A/I
	• Occasional requirement to attend external meetings.	E	A/I
	• Commitment to implement and promote the Council's Diversity Policy.	E	A/I
	• Full clean driving licence to be able to drive Council vehicles	E	A/I
	• Use of a vehicle for undertaking visits.	E	A/I

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

Role Map

Behaviour	Level Required (1-4)
Shaping our Future	3
Leading our People	2
Delivering for our Customers	3
Making Change Happen	3
Team and Partnership Working	3
Communicating Openly	3
Performance Management	2