



## Fixed-Term 12 Months – Managing Surveyor

<b>Salary:</b>	£50,207
<b>Reporting To:</b>	Repairs Manager
<b>Responsible for</b>	Building Surveyors X3
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• To be responsible for the complex repair and maintenance issues to THCH properties, carrying out inspections , diagnosis of defects and produce specifications for works and managing works to ensure they are completed to a high standard, including post inspection of completed works</li> <li>• Act as lead on a programmes of planned and cyclical works either through consultants or directly acting as lead designer and/or Contract Administrator.</li> <li>• Liaise with contractors and consultants to deliver repairs and planned works - overseeing and monitoring quality and cost and budgets.</li> <li>• Act as THCH lead on the more complex and higher profile property management matters such as Aids and Adaptations, resident improvement requests, Party Wall matters, 3<sup>rd</sup> party requests to carry out work on our buildings/land etc</li> <li>• To be the lead Property Services contact in providing technical advice to colleagues and dealing with resident enquiries and complaints.</li> <li>• To manage a small team delivering a surveying and inspection service.</li> </ul>

<b>Key Accountabilities</b>	<b>Key Deliverables</b>
<b>Service provision - repairs</b>	<ul style="list-style-type: none"> <li>• Ensure that customers receive an excellent service, are effectively consulted with and kept informed on all aspects of Property Services delivery, including attending and leading resident consultation meetings for project works.</li> <li>• Work with contractors and customers to improve the service delivery, using performance information, customer feedback to aid continuous improvement.</li> <li>• Act as technical lead on higher value and complex void properties ensuring that voids are delivered to time and meet THCH minimum lettable standards. Liaising with contractors and post inspection of completed voids, ensuring efficient of handover of property to our housing colleagues</li> <li>• Undertake property inspections, assessment and diagnosis of repairs and place orders with contractors in accordance with THCH procedures.</li> <li>• Determine the condition of existing buildings and properties, identify and analyse defects, including proposals for repair, write technical reports as required.</li> <li>• Act as lead in the delivery of annual stock condition survey programme, ensuring programme is agreed and delivered to time, including carrying out surveys</li> <li>• Prepare detailed specifications and where necessary, obtain quotes or tender repair work if required</li> <li>• Lead on investigating and responding to formal disrepair cases in accordance with disrepair protocols including obtaining legal advice and attend court as needed</li> <li>• Lead on the delivery of a portfolio of planned and cyclical projects either managing through consultants or acting as direct lead, ensuring works are completed on budget and to schedule and to high quality. monitor contractor and consultant performance and ensure issues are dealt with expediently and management team are kept informed of performance</li> <li>• Ensure all projects/works comply with our statutory and legislative obligations, including planning and building regulations.</li> <li>• As required deliver planned/cyclical projects directly, including designing/specifying works and acting as Contract Administrator</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake audits/post inspection of repairs and planned/cyclical works to monitor quality of workmanship delivered by contractors</li> <li>• Ensure statutory Section 20 notices are served where needed in liaison with the Finance Leasehold Officer</li> <li>• Oversee the delivery of the Aids and Adaptations programme liaising with Property Co-ordinators to ensure the delivery</li> <li>• Carry out feasibility studies as required meeting with consultants and contractors</li> <li>• Advise on the health and safety aspects of remedial works and buildings</li> <li>• Lead on the review and approval of complex residents requests/proposals for alterations or improvements to occupied properties examining and commenting on proposals and ensuring that permission is approved or not approved in line with THCH procedures</li> <li>• Act as Property Services lead on Party Wall matters, Right to Light etc.</li> <li>• Liaise with external parties requiring carrying out works on our buildings and land, ensuring that THCH and its residents are protected and that all required agreements are put in place before any works commence</li> <li>• Ensure the accuracy of information systems records and timely updating of documentation</li> <li>• Consider and approve variations , quotes and proposals from contractors in line with delegated authorities</li> <li>• Keep residents updated and informed on the progress of their repairs or works</li> <li>• Work with other colleagues in the Property Team , customer service team and housing team to ensure efficient ways of working are practiced and cross departmental cooperation results in improved service delivery</li> <li>• Manage the in house Handypersons service ensuring that the deliver an effective and timely service that delivers good quality work and lead on enhancing the service provided by the handyperson team</li> </ul>
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<b>Performance</b>	<ul style="list-style-type: none"> <li>• Regularly review performance against targets, budgets and customer expectations and report on performance as required, identifying areas where improvement is required and highlighting areas of good practice</li> <li>• Provide feedback on the effectiveness of operational policies/procedures to the Head of Property</li> <li>• Use performance information to aid continual improvement to services delivered including customer feedback</li> <li>• Participate in projects relating to continuous improvement initiatives for the service</li> </ul>
<b>Contract Management</b>	<ul style="list-style-type: none"> <li>• Develop positive working relationships with contractors seeking to resolve any issues at informal level</li> <li>• Assist in the procurement and tendering of new contracts and in the preparation of briefs and appointment of external consultants and contractors as required</li> <li>• Effectively manage contractors and consultants delivering repairs and projects ensuring they comply with contractual obligations and take remedial action where performance does not meet their contractual obligations</li> <li>• Ensure all projects are effectively managed including monitoring costs, progress, performance against KPIs, ensuring regular progress meetings are in place. Keep management informed of progress, highlighting areas of concern</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Take Ownership of customer issues to ensure best possible outcome</li> <li>• Deal with repair enquiries and formal complaints from customers or elected members , carrying out investigations of issues , developing responses and keeping the customer informed at all times on progress</li> <li>• Ensure feedback from customers is recorded onto the systems (compliments and complaints)</li> <li>• Commit to putting external and internal customers first, understanding their needs and expectations and achieving results</li> <li>• Attend resident meetings appertaining to the delivery of our service including leading on resident meetings for projects</li> </ul>

<b>Budgets and financial control</b>	<ul style="list-style-type: none"> <li>• Check and approve invoices within delegated authorities</li> <li>• Oversee and manage delegated budgets and provide up to date and accurate financial information on projects being delivered including the management of cash flow forecasts</li> <li>• Ensure management are informed where projects/works are over or under budget</li> <li>• Promote a culture of value for money and sound financial practice within the role</li> </ul>
<b>People management &amp; leadership</b>	<ul style="list-style-type: none"> <li>• Provide effective leadership, motivation, development and support to direct reports</li> <li>• Carry out regular 1-1s with team members</li> <li>• Recruit and manage the performance of direct reports liaising with HR department as necessary</li> <li>• Ensure the relevance and effectiveness of personal development plans</li> <li>• Proactively promote a cohesive team environment and collaborative working with internal stakeholders</li> </ul>
<b>Risk Management and compliance</b>	<ul style="list-style-type: none"> <li>• Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly</li> <li>• Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH</li> <li>• Ensure that all works and projects are delivered ensuring full compliance with Health and Safety legislation including all works and projects comply with the CDM Regulations</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To follow and actively promote THCH's diversity and inclusion policy.</li> <li>• To provide all services in accordance with THCH's mission statement, aims and objectives.</li> <li>• To undertake any other duties as maybe required from time to time.</li> <li>• Attend residents meetings / events when requested ( may be out of hours)</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"> <li>As a member of the property services team take part in office duty surveyor rota and also the out of hours emergency repairs rota (for which an allowance is paid). This may require attendance on site out of hours.</li> </ul>
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<b>Role related knowledge, skills and experience on recruitment E = Essential; D = Desirable</b>		
<ul style="list-style-type: none"> <li>Proven experience of managing and motivating a staff and teams – experience of management of in house direct labour force would be desirable</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Excellent level of knowledge of building construction, standards, and legislation, and an ability to diagnose and specify remedies to building defects</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Understanding of responsive repairs, voids works, planned and cyclical repairs requirements and proven ability of dealing with complex building defects and Aids and adaptations.</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Proven Experience of managing contractors delivering building works at project level including H&amp;S, quality, value and progress with excellent organisational skills</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Proven experience of delivering planned and cyclical projects both through Project Management and directly as specifier and Contract Administrator</li> </ul>		<b>D</b>
<ul style="list-style-type: none"> <li>Proven knowledge and experience of procurement of contracts and building projects</li> </ul>		<b>D</b>
<ul style="list-style-type: none"> <li>Excellent knowledge and experience of working with building contracts such as JCT</li> </ul>		<b>D</b>
<ul style="list-style-type: none"> <li>Excellent standards of customer care and the ability to deliver accurate and clear communications in writing, face to face or by telephone</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Proven ability to build and maintain effective working relationships with Contractors, resident groups, consultants and internal departments at all levels</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Good knowledge of Landlord and tenant law relating to repairs and maintenance</li> </ul>		<b>D</b>
<ul style="list-style-type: none"> <li>Good IT skills and knowledge of Microsoft Office, housing and property management systems, Orchard and P2P.</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Ability to plan, organise and prioritise a busy workload, whilst working on a mobile basis, and keep excellent records</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Enthusiasm for identifying and embracing new ways of working and good practice</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Degree or HNC in building construction/surveying related field or equivalent skills with a number of years proven working experience in the field</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>Professional membership is desirable i.e. RICS or MCIOB</li> </ul>		<b>D</b>
<ul style="list-style-type: none"> <li>Good literacy, numeracy and report writing skills</li> </ul>		<b>E</b>

<b>Core Values</b>		
<b>O</b>	Open	<ul style="list-style-type: none"> <li>being transparent, sharing information in a clear and honest way</li> </ul>
<b>P</b>	Partnership	<ul style="list-style-type: none"> <li>recognising the importance and added value that comes from working together</li> </ul>
<b>I</b>	Integrity	<ul style="list-style-type: none"> <li>being fair, honest and respectful to others</li> </ul>
<b>I</b>	Inclusive	<ul style="list-style-type: none"> <li>recognising, valuing and celebrating the differences between people</li> </ul>
<b>E</b>	Empathy	<ul style="list-style-type: none"> <li>identifying with a customer's feelings and having respect for alternate points of view</li> </ul>

<b>Core Competencies</b>	<b>You are considered effective when you:</b>
<b>Leadership</b>  – you lead by example and are a role model to others, providing clear direction to encourage, motivate and stimulate others to perform their best	<ul style="list-style-type: none"> <li>Promote the vision and values of THCH</li> <li>Link individual and team goals to strategic objective</li> <li>and priorities</li> <li>Motivate, encourage and inspire the team</li> <li>Recognise and celebrate achievements</li> <li>Take responsibility for achieving results</li> <li>Encourage and value feedback</li> <li>Champion the change process</li> <li>Respect difference taking account of individual needs</li> </ul>
<b>Delivering excellent services</b>  – you work to understand the diverse needs of our customers, actively looking for better ways to deliver a quality service	<ul style="list-style-type: none"> <li>Strive for excellence</li> <li>Deliver value for money to customers</li> <li>Plan for and use feedback from customers to determine their needs</li> <li>Manage customer expectations</li> <li>Take ownership of issues and problems</li> <li>Ensure services provided are inclusive</li> <li>Seek the help of others to get things done</li> <li>Report on performance as required and compare with others</li> <li>Seek and identify areas where greater efficiency and effectiveness can be achieved</li> </ul>
<b>Managing people</b>  – you work to create a diverse team that is highly skilled and flexible in the way it develops our services	<ul style="list-style-type: none"> <li>Provide support and regular constructive feedback to staff</li> <li>Openly recognise and reward good performance</li> <li>Delegate responsibility, clarify expectations and give staff autonomy in important areas of their work</li> <li>Act quickly and effectively to deal with underperformance providing support and/or training where appropriate</li> <li>Encourage individual and team learning</li> </ul>

	<ul style="list-style-type: none"> <li>• Encourage positive action leading to improvement in performance</li> <li>• Deal equitably and fairly with everyone, challenging unethical behaviour</li> <li>• Set and communicate clear objectives for all staff members</li> <li>• Understand and integrate the links between individual, team, service and corporate objectives</li> <li>• Identify and remove or work around blocks to progress</li> <li>• Manage staff in accordance with THCH's policies, procedures and targets</li> <li>• Model a healthy work-life balance</li> </ul>
<b>Building relationships and working in partnership</b>  – you understand your impact on, and how to work with others, valuing the opinions of others and taking responsibility to build positive relationships	<ul style="list-style-type: none"> <li>• Build relationships internally and externally to meet objectives</li> <li>• Seek opportunities to work with others to create greater efficiencies</li> <li>• Share knowledge, ideas and lessons across team boundaries</li> <li>• Understand the benefits of working with others to achieve common goals</li> <li>• Build trust and rapport with people outside the team and other partners</li> </ul>
<b>communicating effectively</b>  – you adapt your style of communication with different people and in different situations to ensure mutual understanding	<ul style="list-style-type: none"> <li>• Communicate clearly and directly in a way that meets the needs of the recipient</li> <li>• Check understanding and re-present or information to correct any misunderstandings or mistakes</li> <li>• Ask the right questions in the right way to clarify meaning</li> <li>• Understand and work to reduce barriers to effective communication</li> <li>• Listen actively to others, understand and respond to key messages</li> <li>• Demonstrate openness in sharing information and keeping people informed</li> </ul>

**Updated:**

September 2020