

Role Profile

Job Title:	Senior Surveyor	Grade: 13	Spinal column point range:
Department:	Assets and Property Team	Post no:	
Directorate:	Safer Communities and Housing	Location:	Perceval House

Role reports to:	Planned Works and Maintenance Manager
Direct Reports:	Surveyors (8) Clerk of Works (2)
Indirect Reports:	Contractors and Suppliers
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

PURPOSE OF ROLE:

- To manage and co-ordinate the work of the surveying and clerk of works teams and deploying staff to deliver on the priorities for the whole Assets and Property team
- To be part of a team that will oversee the delivery of void works, major repairs, planned maintenance programmes and disrepair works
- To liaise with managers across the service on their technical staffing requirements
- To ensure technical staffing levels are adequate for the service to deliver its business plans
- To lead the team and provide contract management support to the Assets and Property Team in managing responsive maintenance, planned works, voids and major works contracts.
- To make a positive contribution in delivering an excellent customer-focussed service and ensure effective performance management.

- To ensure that the technical function have the capacity to inspect, diagnose and provide technical advice with regards to the service
- To project manage complex repair works from inception to completion
- To liaise with internal and external stakeholders to ensure the delivery of the responsive repairs service to residents at agreed service standard levels.
- To be a member of the out of hour's duty rota
- To ensure that the service delivered is efficient and provides value for money
- To develop a suite of key performance targets for the service
- To ensure that Health and Safety is paramount in all activities carried out in the delivery of the responsive repairs service.

KEY ACCOUNTABILITIES:

- Be responsible for the management and deployment of the surveying and clerk of works team in contributing to the successful delivery of the responsive repairs, voids, planned works, major repairs and disrepair work to Council properties and communal areas.
- Ensure that the surveying and clerk of works functions are customer focussed and ensure that customers are fully informed on progress of works undertaken to their homes
- Work closely with and provide support to contractors and suppliers, enabling them to understand and meet the scope and standard of the term maintenance contracts.
- Ensure that the surveying and clerk of works teams are working to SMART objectives and performance targets aligned to the Council's appraisal and 1 to 1 process
- Performance manage contractors and suppliers to ensure key performance targets are met and exceeded.
- Develop action plans to remedy under-performance by the Council's term maintenance contractors and ensure continuous improvement of the responsive maintenance service.
- Ensure quality and Value for Money of the term maintenance contracts through robust audit techniques, including post inspections, resident feedback and cost analysis.
- Ensure budgets are managed effectively and within target.
- Ensure that key performance targets are set, monitored and achieved for the delivery of the responsive repairs service.
- Liaise with and seek advice from key corporate council services, to ensure that all works are implemented in adherence to the Council's Health and Safety Policies and relevant health and safety regulations
- Prepare and implement Risk Assessments and Method Statements for the delivery of the service.
- Be responsible for liaising with key stakeholders in the delivery of the responsive repairs service, especially Residents, Housing Repairs Call Centre, Tenancy Management, Home Ownership and Regeneration.
- Ensure that contractors' invoices and variation requests are processed in timely

manner through OHMS.

- Act as a point of contact to ensure that tenant complaints are resolved quickly.
- Take ownership of and manage the actions arising from formal complaints and member's enquiries.
- Ensure that the surveyors update OHMS, in real time using mobile technology.
- Carry out administrative duties, as set out in the key performance indicators, e.g. approving variation orders, authorising invoices and raising works orders, etc., in a timely manner.
- Responsible for actively reducing the number of pre-inspections on occupied properties
- Diagnose specific types of defects and provide remedial specifications.
- Carry out property condition reports on properties for review by the Asset Manager
- Procure and project manage large and complex repair works
- Prepare tender documentation and ensure effective procurement of contractors to deliver necessary work
- Conduct interim inspections, during larger works, to ensure quality standards are met and report on progress.
- Identify work to be included in the planned works, major works and cyclical programmes of work.
- As required, carry out estate walkabouts to monitor and maintain standards on estates.
- Provide technical advice to non-technical staff.
- Manage regular liaison meetings with the contractors to monitor performance.
- Raise timely reports on the operation of term maintenance contract.
- Monitor contractor's performance, identifying any issues affecting performance and make recommendations for service improvement.
- On a rota basis, provide an out of office hour's duty service.
- Actively participate in all pertinent internal and external meetings.
- Ensure that personal skills and technical competencies are maintained in accordance with the evolving operating environment
- Interpret plans for requested alterations and provide direction on feasibility.
- Provide information to Homeownership team, in a timely fashion, to assist in collection of Leaseholder Service Charges.
- Carry out any other duties, as required by the Planned Works and Maintenance Manager

KEY PERFORMANCE INDICATORS:

- Customer Satisfaction
- Level of complaints
- Works completed on time
- Appointments made and kept
- Void turnaround times
- WIP levels
- Post inspections completed
- Level of approved variations
- Average cost of repairs
- Average cost of voids

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Customers
- Surveyors
- Housing Repairs Customer Contact Centre
- Contractors
- Councillors
- Planned Works and Maintenance Team
- Compliance Team
- Business Support Team
- Tenancy Management Team
- Homeownership team
- Regeneration Team
- Legal Services
- Insurance Team
- Caretakers
- Sheltered Housing Officers

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**People:**

- Manages the surveying function
Indirect management of contractors and suppliers.
- Contributes to the provision of the maintenance and improvement of the Council's housing stock.

Policy:

- Keep up to date with relevant policy changes in relation to the service.
- Provide accurate and timely project feedback to colleagues.

Financial:

- Prepare, agree and authorise variations, valuations and final accounts.
- Negotiate valuations of work, financial claims, and disputes directly with contractors
- Monitoring the responsive repairs budget spend.
- Approve works orders and invoices up to £25K.

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

******Candidates need only address criteria marked ****** Please provide examples

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. ******Membership of relevant professional body (RICS or CIOB) or educated to degree level
2. ******Knowledge of construction and maintenance in a Social Housing environment
3. ******Knowledge of health & safety legislation and processes in relation to social housing.
4. ******Experience of managing a team of surveyors
5. ******Extensive experience of managing a customer-focussed service
6. ******Excellent and demonstrable leadership skills
7. ******The ability to communicate at all levels of an organisation
8. ******The ability to build positive relationships with colleagues and stakeholders
9. Experience of managing budgets
10. ******Strong written and verbal communication skills
11. Experience of managing a large and diverse team
12. Experience of leading and delivering large-scale change management
13. The ability to motivate teams to deliver excellent outcomes
14. ******Demonstrable experience of performance management
15. ******Excellent contract management skills
16. The ability to develop, write and implement policies and procedures
17. ******An excellent knowledge and understanding of ICT systems
18. ******Knowledge of housing management systems
19. Knowledge of the statutory/legal framework relating to tenanted properties.
20. Ability to give technical advice to residents and administrative staff.
21. ******Able to ensure management of priorities and workstreams to staff.
22. Possess excellent organisational skills.
23. Able to monitor and rectify contract compliance.
24. Excellent time management skills.
25. ******Possession of a vehicle and a clean driving licence.
26. ******Must be able to work out of hours on a rota basis
27. ******Knowledge of SORs and composite codes
28. Understanding of Equality and Diversity at work

QUALIFICATIONS

- Relevant professional membership in building surveying or similar discipline [e.g. CIOB or RICS] or working towards membership.

- Must demonstrate continuous professional development.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in working with and managing Contractors • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards