

PLACE

Void Surveyor

Role Profile and Person Specification

CROYDON COUNCIL

Role Profile

Job Title:	Void Surveyor
Department:	PLACE
Division:	Homes and Social Investment
Grade Range:	Grade 10
Hours:	36
Location:	Bernard Wetherill House and Council Housing properties across the borough
Reports to:	Voids Manager
Responsible for:	<p>No direct line management but some supervision of service providers' staff and operatives on site and any specialist contractors or consultants.</p> <p>Will be required to deputise for the Void manager in their absence at meetings and in instructing other team members and service provider staff as necessary.</p>
Role Purpose and Role Dimensions:	<p>To provide a customer orientated building surveyor role for the Void team and secure continuous improvement in the delivery and quality of repair work to void and potentially void properties to ensure they meet the lettable standard and that works are completed within target timescales.</p> <p>The scope of the role is to work with the new service provider to develop a "one team" approach.</p>
Commitment to Diversity:	As a member of the repairs and maintenance service and voids team to take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.
Key External Contacts:	<ul style="list-style-type: none">• Tenants and tenant representatives of resident associations and specialist panels• Members of the public• Ward Councillors• Outside agencies• Partner organisations• Contractors/ Suppliers/Consultants• Public Utilities (Gas/water)

Key Internal Contacts:

- Heads of Service/ Directors
- Senior Managers
- Departmental colleagues
- Other Council employees - primarily within the wider Housing services; Capital Delivery Homes & Schools, Asset Management, Tenancy and Caretaking services, Allocations and Lettings and across other Council services such as Adult Social Care, Occupational Therapists and Major adaptations team, Highways and transportation

Political Restrictions:

None

Financial Dimensions:

To exercise financial control over relevant budgets, and achieve value for money and ensure that all contract conditions are fulfilled in line with agreed pricing framework.

Authorise service providers and specialist contractors' work and invoices for payment and agree variations or exclusions for any void repair, installation or upgrade works. Monitor and process these in line with agreed procedures, and achieve value for money and remain within budgets.

Approve any works outside of the Price per void (PPV) pricing framework and monitor expenditure against budget.

Consider and approve/deny any additional works excluded from the PPV, taking account of budget constraints, achieving value for money and service delivery/impact on tenants.

Key Areas for Decision Making:

Working within general guidelines of internal and professional working standards and building regulations, will make technical decisions to resolve building problems.

Deciding on the best technical solution and the extent of repair work to be undertaken by the repairs partner or specialist contractor and if completed repair work is to an acceptable standard.

Deciding on repair work required to meet statutory requirements, the Council's lettable standard and which repairs are the tenant's or former tenant's responsibility.

Providing or obtaining specialist advice where necessary on structural or complex building issues.

Will approve any works excluded from the PPV Contract (exclusions) pricing framework and monitor expenditure against budget.

Consider and approve/deny any additional works excluded from the PPV, obtain quotes as necessary, taking account of budget constraints, achieving value for money and service delivery/impact on tenants.

Other Considerations:

Ability to travel within the borough to other locations / events.

Required to use a mobile working device (tablet notebook or similar) as part of role to carry out inspections and issue works from site.

May be required to attend evening meetings with residents, ward Councillors as required.

May be required to attend serious emergencies and be contacted out of hours on structural or surveying issues and/or any serious emergencies.

Ability to provide emergency cover as necessary for other staff, teams and within the Council in the event of a borough emergency.

Will be required to deputise for the Void manager in their absence at meetings and in instructing other team members and service provider staff as necessary.

**Key Accountabilities and Key Elements:
Result Areas:**

Service Delivery

This will involve:

- Carrying out (on own or jointly with the repairs service provider) full surveys to voids (or occupied properties as required), to diagnose serious and/or complex repair or structural issues, identify solutions and devise plans of work.
- Take responsibility for obtaining any specialist reports, arranging testing, obtaining quotes and processing payments for these.
- Produce work plans for remedial works including liaison with other services, contractors, specialists and utility companies.
- In conjunction with service provider, design and specify any major works outside PPV. Ensuring required standards of quality, performance and value for money are met and maintained.
- Take responsibility for seeking Party wall permissions where relevant and dealing with Planning on any works in conservation areas or to voids in listed buildings.
- Take on any responsibilities as required under the Construction, Design and Management (CDM) Regulations for appropriate building works.
- Carry out surveys of properties that may be purchased by the Council to identify any serious repair or structural issues.
- Provide detailed technical estimates for works, including obtaining any required building, gas and electrical works reports and estimates.
- Carry out any assessments of properties and provide initial reports on options to facilitate referrals to asset management and capital delivery, homes & schools for disposal, major structural works, larger homes schemes etc. Liaise with technical staff from these teams as needed to develop appropriate options.
- Place orders with contractors using the housing management system or any relevant IT systems.
- Supervise any major void works on site to ensure that the required standards of quality and performance are provided and maintained.
- Provide relevant and timely updates on progress of works to Void manager.
- Exercise financial control over Void budget and report to Void manager on any increased cost or additional works issues.
- Authorise contractor invoices for payment and ensure completion of all contract instructions and variations of work and that all required documentation is provided to Transaction services to facilitate payment of orders.
- Attend all Void performance and management meetings

with or to deputise for Void manager as required.

In addition the post holder will be required to undertake a range of works carried out by Void inspectors (listed below) depending on own or team workloads or to provide cover:

This will involve:

- Carrying out (on own or jointly with the repairs partners) void inspections to categorise voids in line with agreed criteria, to identify required pre and post occupation repairs, rechargeable repairs, tenant's improvements, and ensure they are completed strictly to the "lettable standard" within the targets set.
- Arranging for sufficient keys to be available to facilitate the commencement of repair work and the viewing of properties.
- Identifying properties where the extent of the repair works may require the property to be processed as a major works void and liaising with capital delivery, homes & schools where there is a major works element.
- Identifying and organising works with capital delivery, homes & schools to ensure shortest possible void turnaround.
- Preparing inspection schedules and survey reports in plain English using appropriate technical descriptions of building components to support recommendations for works to be completed or action to be taken.
- Taking photographic evidence of the condition of properties, preparing witness statements to support Court action to recover rechargeable costs or possession of properties, including attending court as a witness if required.
- Ensuring that the void properties schedules, lists of post occupation works, letters for gifted improvements are forwarded to the Allocation and Lettings teams within set target timescales.
- Liaising with the viewing officers and repair partners concerning feedback on the condition of properties and the scope for completing lettable standard works prior to occupation.
- Arranging for sufficient keys to be available to facilitate the commencement of repair work and the viewing of properties.
- Liaising with viewing officers on hard to let properties (including sheltered housing) to identify works that may be required to facilitate letting within void budgets and obtain estimates from service provider for works outside the voids standard and excluded from PPV.
- Identifying properties where because of the extent of works or for Health and safety reason the property needs to be excluded from accompanied viewings.
- Liaising with the repairs partners and allocation teams to ensure that viewings commence at the earliest practical date for properties excluded from accompanied viewings.

- Carry out post inspections (on own or jointly with the partner) to ensure that adequate repairs and safety checks of gas and electrical installations have been completed and the quality meets the required standard.
- Arranging in liaison with the district Lettings and Tenancy teams for effects left in properties to be taken to storage.
- Liaising with the Lettings team and carry out the pre inspection of properties where the tenant has applied to mutual exchange.
- Pre inspection of properties and the completion of property condition schedules to identify any repairs/reinstatement works that may be necessary to ensure compliance with repairing responsibilities under the Conditions of Tenancy where tenants have applied for transfers or given notice to end their tenancies, including properties to be vacated by tenants because of the tenants' purchase of a home through the Assisted Private Purchase Scheme (APPS) and advising the Tenancy and Allocation teams.
- Making follow up inspections of these tenanted properties to ensure that the tenants have completed the works to a good and safe standard and identifying any works that will be rechargeable items.
- Proactively reporting repairs to individual properties and communal parts of blocks identified when making routine site visits

Process Improvement and Contributing towards the development, delivery and operation of the partnering arrangement.

This will involve:

- Ensuring the smooth delivery of processes by maintaining effective working relationships with the service provider, residents, planned maintenance and improvement and with officers in other divisions.
- Interrogating the housing management system and repairs service providers systems to ensure the partners are recording repairs correctly.
- Undertake such other duties as may be reasonably required of this post.
- Covering duties of the Senior technical surveyors and Void inspectors as necessary.

Service Development

This will involve:

- Making the best use of available information technology for the efficient running of the service, using hand held devices, updating data held on I.T. systems, and obtaining management information reports from the computer systems in use, as required
- Undertake such other duties as may be reasonably required of this post

Partnering

This will involve:-

- Proactively build rapport and communicate with service provider and specialist contractors as well as council colleagues to resolve issues, promote a one team approach.
- Carrying out joint inspections with the service provider where advice or guidance is needed to allow work to proceed.

People Management

This will involve:

- Contributing to ensure that expectations and standards of performance and behaviour within the Council's Our Appraisal and values are met in all interactions within the service.
- Contributing to the team maintaining effective working relationships with staff within the repairs service and all sections of PLACE department

Resident Involvement

This will involve:

- Working with partners, officers, and residents in workshops, Resident Involvement and Panel meetings and focus groups to deliver continuous improvement.

Green Statement

- Ensuring that your work and that of the Void team and Repairs and Maintenance meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on systems, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

THINK Customer

- Demonstrating a commitment to and applying the council's Customer Care Policy

Health and Safety Policies

- Being responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, using protective equipment and reporting defects and hazards to management.

Contribute as an effective and collaborative member of the Void Team

This will involve:

- Participating in training to demonstrate competence.
- Undertaking first aid training as required.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the Repairs and Maintenance Service
- Supporting Customer Focus, Best Value and the electronic management of processes.

Person Specification

Job Title:

Void Surveyor

Essential knowledge:

A recognised building or surveying qualification

A sound knowledge of building defects and solutions and the ability to estimate building costs.

Thorough knowledge of current and appropriate legislation with regard to building works, including CDM and H&S legislation.

A good technical knowledge of housing properties and their building and service components.

Essential skills and abilities:

Able to display keyboard skills and to use the Council's OHMS and office computer systems and to access the service providers property and repair ordering and data recording systems.

Able to obtain and understand information and to communicate it concisely and simply to contractors, customers, colleagues, and managers.

A good level of oral and written communication skills and the ability to use plain English. The ability to clearly explain issues, explore solutions and negotiate satisfactory outcomes with repair contractors other agencies.

Able to understand the impact of own activities on the cost effectiveness and quality of the service.

Able to manage a varied and demanding workload, and to consistently produce high quality work with limited supervision.

Able to understand the impact of change on work activities and priorities, and flexible and adaptable in response to change.

Able to develop good working relationships with the repairs service provider, colleagues, other teams and sections, ensuring mutual understanding of the impact they have on others.

Able to remain positive and to contribute constructively and flexibly within the team in responding to work pressures.

A basic understanding of diversity and equality issues and how they relate to the repairs service, and a commitment to ensure that equality is an integral part of service delivery.

Essential experience:

Significant experience of building maintenance works to domestic properties.

Significant experience of housing responsive repairs including experience of working in a customer service organization providing a high quality service to members of the public consistently and sensitively, according to their needs and customer care standards.

Some experience of using I.T Systems.

Special conditions:

Able to attend meetings and make home visits out of normal office hours when required.

Able to travel to housing sites and access all properties and areas to be inspected in order to carry out the duties of this post. You will be expected to provide a car for work, or have access to a car in order to be able to fulfil the requirements of the post. Requires a current and valid UK driving licence.

This post holds compulsory car user status.