

Post: Surveying Manager

Grade: PO6

Directorate: Technical Resources

Responsible to: Head of Repairs

Team: Repairs

Responsible for: Building Surveyor x 4

Purpose

The Surveying Manager leads a team of surveyors and contractors to deliver effective, resident-focussed, value for money building surveying services. This includes stock condition surveys, diagnostic inspections, complex casework, and resource allocation.

Working with a range of internal and external stakeholders, the Surveying Manager ensures that Poplar HARCA's homes are safe, warm, dry and meet all requirements.

Main duties & responsibilities

Leadership

- Lead Poplar HARCA's surveying activities
- Develop a high-performing, customer-centric team
- Foster a culture of collaboration, respect, and continuous improvement
- Promote a safety-first culture: ensure the team act up on health, safety, and wellbeing concerns
- Represent the Surveying Team at Estate Boards, Committees, and forums

Service Delivery

- Ensure that targets are met and that works are managed to time and budget
- Ensure that residents are updated in a timely and courteous way, and that promises are kept
- Ensure that surveying activities are compliant with statutory, regulatory, and policy requirements
- Lead and manage the:
 - delivery of Poplar HARCA's Property MOT (stock condition survey) programme
 - delivery of surveys to diagnose defects and determine required remedial action
 - specification, ordering, completion, and payment of works
 - scrutiny and authorisation of variation orders
 - implementation of robust quality control measures including post-inspections
 - supervision of contractors on site
 - preparation of technical reports, detailed specifications and scheme design drawings
 - management of disrepair, environmental health notices, and EPA claims
 - management of party wall, right to light, and alteration applications
 - investigation and effective resolution of complaints

- management of works in progress
- obtaining of necessary planning and building control approvals
- completion of feasibility studies, option appraisals and budget estimates
- Provide technical advice and training on relevant legal, policy and procedural issues
- Manage a delegated budget, ensuring that it remains within agreed tolerances

Procurement and contract management

- Manage a portfolio of measured term contracts to deliver high quality, cost effective services
- Develop, implement and manage contract improvement plans to address any areas of weakness
- Procure works and services in line with Poplar HARCA's policies and procedures

Record keeping

- Champion excellence in data management and record keeping
- Lead on the capture of asset and property condition data
- Ensure documents, systems and data are updated in a timely fashion
- Audit and validate data regularly to ensure accuracy and attention to detail

Monitoring and reporting

- Develop systems and processes that ensure the proper recording of repair and property information
- Monitor key performance indicators, identify and rectify adverse trends
- Act on performance data, feedback, and best practice to improve services
- Record, review, and embed lessons learnt from complaints and case work
- Prepare reports and management information for senior managers, committees and returns

Team development

- Be responsible for the line management and career development of a team
- Develop, manage, motivate, support and train a team to deliver excellent, value for money services
- Ensure appropriate action is taken to deal with areas of identified weaknesses
- Work closely with staff across the department to share knowledge and make improvements

General

- Deputize for the Head of Repairs
- Promote a positive image of Poplar HARCA
- Prioritize health and safety in all activities
- Perform other duties as required by managers
- Undertake out-of-hours work and travel
- Keep up to date with legislation and best practices
- Follow Poplar HARCA's standards of conduct and behaviour

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All Criteria Essential unless stated otherwise.

Qualifications & education	<ul style="list-style-type: none"> a. Degree or HND in a relevant building related subject b. Professional certification (MRICS or MCIQB)
Skills	<p>Can:</p> <ul style="list-style-type: none"> a. organise, plan and deliver the surveying work plans b. lead others confidently in technical issues c. achieve demanding performance targets, goals and standards d. achieve deadlines in a high-pressure environment e. collate, analyse and report on data f. engage in straight-talking that is clear and constructive g. influence, negotiate and persuade
Experience	<p>Has:</p> <ul style="list-style-type: none"> a. worked in a role with a similar level of responsibility b. delivered excellence in a highly-pressure environment c. managed health & safety in a surveying context
Knowledge	<ul style="list-style-type: none"> a. building regulations and best practice b. construction industry procedures and frameworks c. disrepair case management d. data management practices e. service implications of working in diverse communities
Key competencies	<ul style="list-style-type: none"> a. Achieving Results b. Informed and informing c. Open to change d. Partnership Working e. Personal Progress f. Problem Solving g. Putting others first