






Job Description: Planned Works Surveyor

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

| JOB DESCRIPTION | |
|---|--|
| Job title: | Planned Works Surveyor |
| Service: | Housing Operations |
| Team: | Property Services |
| Location: | The Burys, Godalming, Surrey, GU7 1HR |
| Reporting to: | Planned Works Manager |
| Responsible for: | N/A |
| OUR ORGANISATIONAL VALUES | |
| Collaboration  | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| Wellbeing  | We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| Trusted  | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| Value for Money  | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| Professionalism  | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

PRINCIPAL PURPOSE OF THE ROLE

- The delivery of cyclical works, planned maintenance programmes and capital improvement projects.
- To be responsible for all aspects of the contract administration including day-to-day oversight of work in progress of cyclical and planned works. Building robust relationships with our contractors to deliver high quality, cost effective work.
- Provide professional assessment of the condition of the Council's housing stock including the specification of subsequently required remedial works
- To deliver projects from inception through to completion, ensuring that they are delivered on time, meeting the required quality standards and provide value for money within agreed budgetary thresholds.

MAIN DUTIES AND ACCOUNTABILITIES

Operational

- Responsible for capital improvement projects, that may include roof covering replacement, window and door replacements, external decorations, structural and community improvement works. This will include assisting with contract procurement, acting as contract administration, programme management, delivery, budget control and associated processes.
- Responsibility to ensure that all regulatory requirements are adhered to during the lifecycle of the project such as adherence to Section 20 leaseholder consultation process, planning permission applications and building control inspection and sign off.
- Ensure that work is completed to satisfactory standards within the agreed timescales, within budget and to the expected quality standards.
- Liaison with tenants, leaseholders, residents and contractors to ensure that the needs of our residents are considered and appropriate, ensuring that reasonable measures are taken to enable the cyclical and planned maintenance works to be undertaken.
- Provide information to the Asset Management Team to assist in the development of annual programmes of work, including future investment and to inform budgetary setting.
- Working alongside the Quality Assurance Office to monitor and inspect the standards of workmanship on site, reviewing the contractors performance and resident satisfaction to ensure the expected standards are achieved.
- Ensure all defects are logged and rectified within agreed timescales.
- Prepare and present estimates of work, technical specifications and briefs to develop and ultimately procure contracts ensuring that the Councils Contract Procurement Regulations are adhered to.
- Chair pre-site contract meetings and regular operational delivery meetings during the course of the works, recording minutes appropriately to ensure that performance, quality, time and value for money is being achieved.
- Challenge poor performance and develop remedial action plans to safeguard the Council and its residents where performance is failing, escalating the issues and concerns to the Planned Works Manager in a timely manner.
- Provide regular financial and performance information to the Planned Works Manager to feed into management reports.

- Ensure that the housing and property management systems are regularly and adequately updated to ensure the validity and accuracy of work orders, stock and asset information.

Financial

- Raise and authorise works to the delegated authority of the post holder
- Ensure that all required purchase orders are issued to contractors to enable invoice payments to be processed in a timely manner.
- Review and validate all variation orders, applications for payment and invoices within the specified and agreed contractual terms and conditions to enable financial and budgetary control.
- Challenge and escalate concerns in relation to irregularities in applications for payment, conforming to the contractual process, terms and conditions.
- Provide information to the Planned Works Manager to enable budget setting and business planning.

Contractual Management

- Effectively manage and monitor contracts ensuring they meet agreed KPI's and SLA's
- Act as contract administrator for projects that have been delegated by the Planned Works Manager.
- Chair regular operational meetings with planned works and cyclical works contractors as appropriate to review resourcing, programme progression against timescales, service delivery, resident satisfaction and addressing performance or contractual issues as they arise.
- Monitor and record contractor performance regularly producing associated suite of Key Performance Indicators that can be reviewed at both operational and strategic meetings.

Customer Service

- Corporate - Deliver excellent service to customers in line with published service standards
- Equality and Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties
- Safeguarding – Adhere to effective safeguarding practices for vulnerable adults and children in accordance with the Council's policies, guidance and protocol
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential by working in a non- threatening environment free of harassment and/or bullying
- Data Protection Ensure that the principle of confidentiality and the requirement of the Data Protection Act are fully applied to the work of your service area.
- Information Sharing - Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

Training and Development

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet the business objectives, and to enable the achievement of potential

Team Work and Communication

- Develop robust and effective stakeholder and supplier relationships, working closely with planned works contractors.
- Support collaborative and cross functional working, sharing resources across Property Services and the wider Housing Service to meet operational and service plan objectives
- Work in partnership with contractors, Members and officers from Property Services and Housing to ensure a holistic approach to service delivery
- Working alongside the Resident Support Officer contributes to resident consultation processes in respect of planned works to be undertaken.
- Have overall responsibility for the Section 20 leaseholder consultation process working with the Project Coordinator to ensure that the process is adhered to correctly and all key milestones are achieved and communications are circulated appropriately
- Support the Resident Support Officer in their work with tenants and leaseholders who are undergoing planned works in their homes; dealing with the needs of residents with patience and sensitivity; explaining technical plans and specifications to a non-technical audience.
- Provide advice and professional opinion to support colleagues in Property Service, the wider Housing Service and across the Council.

Service Development and Improvement

- Contribute to the service development and improvement planning, providing innovative solutions to improve services within available resources.
- Investigate new initiatives in building techniques, products and materials, feeding back your findings to your colleagues and the Property Service Management Team
- When require contribute to complaints investigations in line with Council policy and to enable learnings to be embedded to aid continuous improvement.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

- General – Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to, risks are identified, mitigation developed and that these are managed and monitored as required.
- Construction – Ensure that there is a clear understanding of the client and contractor roles under the current CDM regulations
- Asbestos – Have an understanding of the Control of Asbestos Regulations 2012; ensure that the Council's asbestos policies and procedures are adhered too.

DIMENSIONS OF THE ROLE

- Planned Works and Cyclical Budget
- Planned Works - circa 500 per annum

- Improvement Works – circa 100 per annum
- Operational Meetings to Chair – approximately 50 per annum
- Strategic Meetings to contribute to – approximately 30 per annum

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Dealing with planned work, cyclical and improvement programmes of work
- Managing the spend of capital and cyclical budgets for delegated projects with budgets in excess of £1m per annum
- Reviewing and authorizing of high value payment applications and invoices
- Managing under performing contracts and developing action plans
- Resolving contractual disputes, preparing evidential cases for escalation
- Contributing information to resolve complaints and resident and Member enquiries

PLANNING/ORGANISING/CONTROLLING

- Planning, coordinating and delivering the planned, cyclical and improvement programmes of work
- Chairing weekly and monthly operational contract meetings to review service delivery and ensure that programmes are on target in terms of time, quality and value for money
- Contributing to strategic contract meetings, supporting the Senior Surveyor by provision of management information and key performance indicators

CUSTOMERS AND CONTACTS

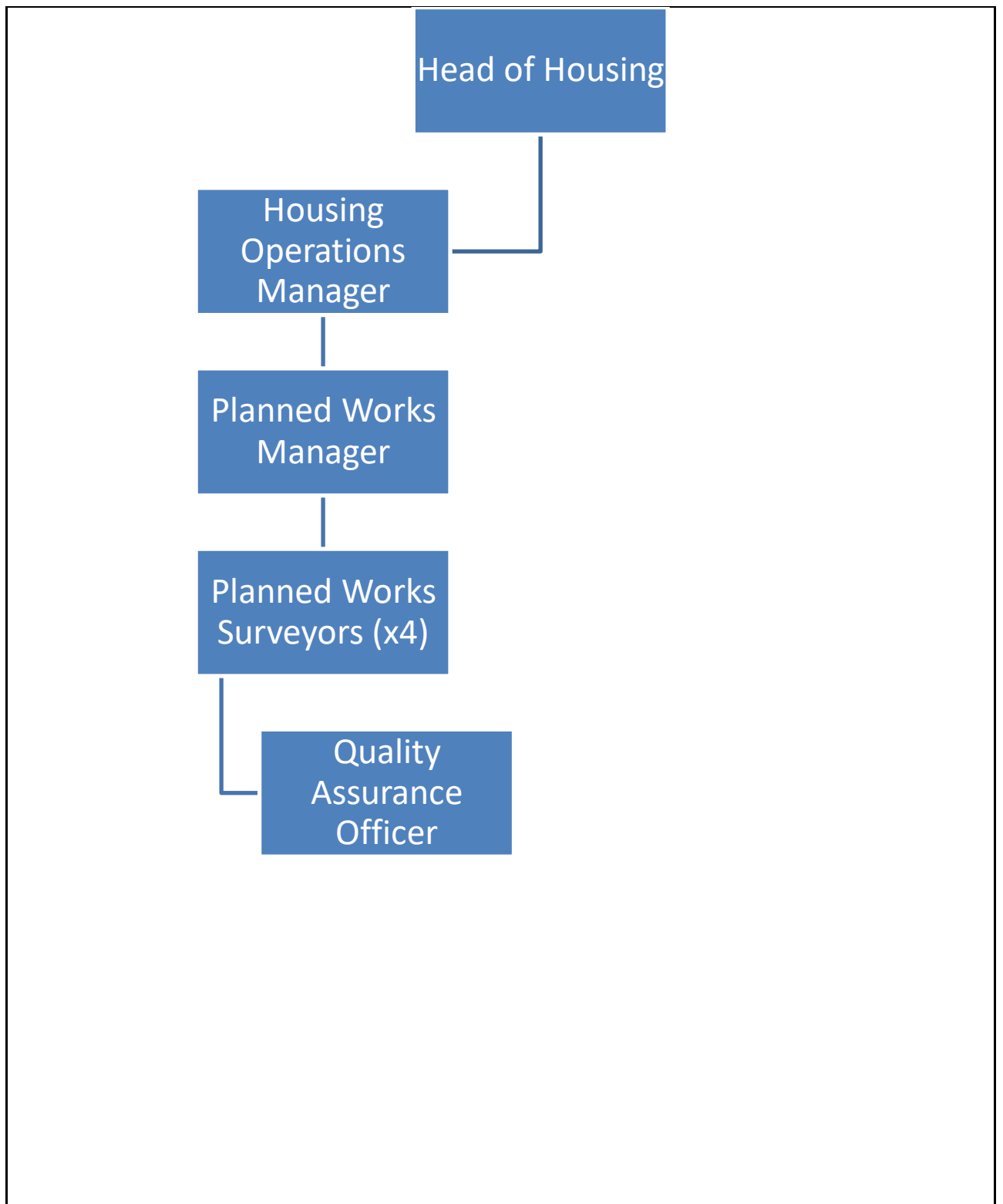
INTERNAL

- All staff and Members within the Council

EXTERNAL

- Tenants, leaseholders, tenant representative groups, contractors, suppliers, utility suppliers and other supporting agencies.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

| | PERSON SPECIFICATION | | | |
|--|---|--------------|--|--------------|
| | ESSENTIAL CRITERIA | How ASSESSED | DESIRABLE CRITERIA | How ASSESSED |
| QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE | Higher level technical qualification (eg HND/C) in building surveying/ relevant subject or equivalent by experience | A/C | Educated to degree level in Building Surveying or other relevant technical field | A/C |
| | Proven track record of successfully managing building projects & programmes of works from inception to completion, including all aspects of contract administration | A/I | Experience of acting as a CDM Co-coordinator on Planned Works Projects | A/I |
| | Well developed IT skills including intermediate level knowledge of Microsoft Office | A/I | Experience of working within social housing | I |
| KNOWLEDGE /TECHNICAL SKILLS | Working knowledge of forms of building contract including JCT Measured Term, Minor Works and Termed Partnering Agreements | I | Experience of contract procurement within public sector | I |
| | Knowledge and experience of building construction, repair, maintenance, refurbishment and improvement works | A/I | Awareness of planning legislation and its application within building work | I |
| | Knowledge and familiarity of managing health and safety within construction, especially CDM regulations, Asbestos and Lone Working | I | Awareness of Safeguarding | I |
| | Experience of managing Section 20 leaseholder regulations | I | Experience of budgetary management and financial control | I |
| | | | Knowledge of central governments Decent | I |

| | | | | |
|--|--|------------|-----------------------------------|----------|
| | | | Homes objectives and criteria | |
| COMMUNICATION | Ability to communicate clearly and effectively ensuring that complex technical information is understood by a non technical audience | I | | |
| | Ability to produce accurate and detailed written reports | I | | |
| | Demonstrate effective contract administration, dealing with challenging situations and negotiate changes to improve service delivery | A/I | | |
| | Accurate spoken English is essential for the post | I | | |
| CUSTOMER SERVICE | Understanding of and commitment to promoting equality and diversity in service delivery and employment. | I | | |
| TEAM WORKING | Ability to work collaboratively building relationships both internal and external stakeholders | I | Display strong influencing skills | I |
| MANAGING SELF AND OTHERS | Display the ability to manage oneself, to prioritise workloads in order to achieve personal and service level targets and objectives | A/I | | |
| CAN DO APPROACH / ACHIEVING RESULTS | Ability to take personal responsibility and ownership for decisions, actions and consequences | A/I | | |
| | Demonstrate the ability to learn from experiences in order to facilitate service improvement | I | | |
| ADDITIONAL SPECIFIC REQUIREMENTS | For business continuity purposes you are required to have access to the internet at home via | A | | |

| | | | | |
|---------------------------|---|----------|--|--|
| NTS FOR THIS POST* | broadband on a PC, laptop or tablet. | | | |
| | Full and valid driving license use of a car during working hours | A | | |
| | Ability to undertake building survey activities when required. Eg - accessing roof spaces or climbing ladders | I | | |

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

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| For Official Use only | | | |
| Job title: | Head of Housing Services | Post no: | HF04 hF05 |
| Service: | Housing Operations | JE score: | 342 |
| Team: | Property Service Team | Pay band: | |
| Location: | The Burys Godalming, Surrey GU7 1HR | Position type: (if part time, working pattern) | Full time 37 Hours/ Five day week |
| Competencies: (level 1 – 4) | Communication: | Add level | |
| | Customer Service: | | |
| | Team Working: | | |
| | Managing Self and Others: | Add level | |
| | Can do approach/Results: | | |
| REVIEWED BY: | <i>Housing Operations Manager</i> | DATE: | June 2025 |
| CHECKED IN: | HR | DATE: | |
| LAST UPDATED: | February 2025 | DATE: | |