



Job Description and Person Specification

Job Title	Senior Building Surveyor – Housing Repairs
Post Number	P1474
Grade	PO2
Other Payments	Essential Car user allowance, Professional Membership Fees, Standby Payments
Job Family	Team PO
Service	Housing
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours
Hours per week	37
Accountable to	Repairs Contracts Manager
Date created/ reviewed	June 2020

JOB DESCRIPTION FOR SENIOR BUILDING SURVEYOR – HOUSING REPAIRS

Job Purpose

To undertake a full range of Professional Building Surveying duties relating to the repair, maintenance, improvement and extension of the Council's properties and land, ensuring the council fulfils its statutory and contractual repair obligations, and properties are maintained to agreed standards. This post will oversee the post inspection process.

To undertake building surveys, quality control inspections, design and specification, project management, and cost management in relation to repairs, planned maintenance and improvement projects undertaken by the Housing Team, liaising with contractors, colleagues, residents, council members and other interested parties to ensure the smooth and effective completion of repair and improvement work to council property

Whilst this post is located in the repairs team it may need to support the Capital Projects Team within the department. This could involve working on a particular project or providing support on a particular issue.

Accountabilities

1. To undertake a variety of building surveys to report, analyse and rectify both simple and complex repairs and building defect issues. To work with the Council's selected Contractor to ensure seamless co-ordination of repair and maintenance works.
2. To take responsibility for operational supervision and delivery of the Council's repairs, maintenance projects and investment projects up to £3m budgets per annum. This involves delivering in a professional and cost effective manner a good service to the Council's customers within allocated budgets and timescales. This means holding leaseholder and customer consultations, tracking planning applications and building control applications and chairing contractor meetings.
3. To be responsible for ensuring a customer focused service, whilst achieving key performance targets and value for money including compliance with the Council's Constitution, financial regulations, standing orders and audit procedures. Ensure tenants and leaseholders are kept informed about progress of repairs.
4. To take responsibility for the effective, efficient and consistent communication of complex information and monitoring of budgets and progress in relation to projects, repairs and asset management issues to a customers, fellow officers, Councilors and other interested parties.
5. To support and deputise for the Repairs Contract Manager during any periods of absence. This would involve attendance at Contractor performance meetings, supervising other staff in the team, responding to Councillor and MP queries.
6. To act as the Lead Surveyor for estate communal areas. To liaise closely with the Estate Services Officer and caretaking team. To include overseeing estate inspections carried out by the assistant surveyor, minor estate improvement works including consultation, preparing specifications, quotations or tenders, and monitoring works on site, fire safety works, mobile home site inspections.
7. To supervise the Housing Surveyor Trainee and Repairs Officer ensuring that there is a career development path in place in order that they can progress towards a professional qualification, carrying out appraisals and dealing with all staff management issues relating to these posts.
8. To act as a source of technical expertise and professional advice within the Council and to its customers on a range of construction and project related matters. This would include investigating building defects drawing up specifications and costings and putting work out to competitive quotation or tender.
9. To ensure that the health and safety of residents is safeguarded throughout the duration of works, including safe working practices, safe working environment, safe use of equipment and materials by contractors, ensuring all relevant legislation is complied with including those related to fire safety, COSH, asbestos, and CDM regulations.
10. To liaise positively and helpfully with tenants and members of the public in accordance with the Council's Customer Care Policy and to ensure the smooth and effective completion of repair and improvement work to Council property. This may involve chairing meetings, taking minutes and attending evening and weekend meetings.
11. To deal with the more complex repair issues including the appointment of Structural

and other Consultants , and dealing with any works arising from their recommendations.
12. To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements, and participate in the Housing Out of Hours repairs service when required.
13. To deal with complex insurance and compensation claims and to attend court as required on behalf of the Council. This will include providing statements, liaising with the Legal department, Council's Insurance Officer and undergoing cross examination in Court.

Demands

- Climbing stairs, ladders, scaffolding whilst in the operation of duties. Up to 30 minutes 2/3 times a week
- Driving for up to 45 minutes, up to 15 times per week
- Continued use of VDU screens of up to 2 Hours 10-15 times per week
- The ability to deal with interruptions and reorganising own workloads 4-6 times on a daily basis at an average of 20 minutes
- Provision of full project management and cost control simultaneously on a number of contracts.
- Ability to work under pressure, to programme and within budget with minimum supervision.
- Ability to make decisions of substance without upward referral and be able to set out the rationale for the decision made.
- Ability to remain calm under pressure to meet deadlines from Section Managers
- Ability to deal with verbal abuse and aggressive behaviour up to 30 minutes , 2 times per week
- Responding appropriately to Councillors' requests pursuing resident's complaints on improvement works being carried out in residents homes.

Potentially hazardous situations encountered in dealing with residents who have mental / drug / behavioural issues when visiting or working in their homes up to 60 minutes once a month.

Working Conditions

- Post holder will be working both in an office environment and out on site on a lone working basis.
- Working at heights on construction projects for up to 60 minutes, 2 times per week
- Working in restricted or confined spaces up to 30 minutes 2/3 times a week
- Working in poor/extreme weather conditions and inclement weather conditions up to 60 minutes at an average of 5-10 times a month
- Working in "dirty" areas where they may be a risk of sharps, needles, contaminates, etc, up to 30 minutes, 1-2 times a month

- Provision of a positive, courteous, and informative resident liaison services simultaneously on a number of contracts.

Provision of welcoming and business-like communications.

Other Employment Requirements

This job is suitable for occasional home working by prior arrangement with line manager. To be available to assist with departmental responsibilities in accordance with the Corporate Emergency Planning and Business Continuity arrangements.

To take part in the Out of Hours Repairs Service Standby rota.

Occasional weekend and evening meetings may be required from time to time.

The postholder will be required to obtain ISOH qualification if they do not hold current certificate

Subject to a Basic Disclosure Check.

ROLE SPECIFIC PERSON SPECIFICATION SENIOR BUILDING SURVEYOR – HOUSING REPAIRS			
Criteria	Essential	Desirable	Assessment
Values and Behaviours			
We are Customer Driven	X		I, T, R
We Care	X		I, T, R
We are Confident	X		I, T, R
We Work Together	X		I, T, R
We are Trusted	X		I, T, R
Qualifications			
Q1 Educated to degree or with a professional/technical qualification or substantial experience at a senior level	X		A, I,D
Q2 Evidence of continuous professional development	X		A,I,D
Q3 IOSH qualification or willing to obtain within 6 months	X		A,I,D
A valid UK driving licence	X		A,I,D

	RICS / CIOB / Membership		X	A,I,D
	Qualifications in HHSRS		X	A,I,D
	Qualified to undertake RD SAP surveys or EPC's		X	A,I,D
Knowledge				
K1	Building defects diagnosis and fault finding experience and their remedies, including damp, subsidence as they apply to traditional and non traditional buildings CDM, Building Regulations, relevant Health and Safety and landlord obligations.	X		A,I
K2	Equalities Act in relation to repairs, maintenance and improvements of Social Housing Computer literate with sound knowledge of Window based packages.	X		A, I
K3	Knowledge of the Housing legislation and construction law and procedures including JCT suite of building contracts.	X		A,I
K4	Asbestos Management Regulations, OJEU regulations and Housing Grants, Construction and Regeneration Act 1996	X		A,I
K5	Knowledge and understanding of work specific software packages such as Orchard, CAD or similar Asset Management software.		X	A,I
K6	Knowledge of performance and project management		X	A,I
K7	Knowledge of partnership working and stakeholder engagement		X	A, I
Experience				
E1	5 years' experience of working in the role of professional building surveyor including managing own workloads and working under own initiative and using a full complement of surveying and measuring equipment	X		A, I
E2	Experience of dealing with complex repairs/defects including disrepair and insurance claims	X		A, I
E3	Experience of using and managing contracts under JCT standard forms of contract, and acting as the Contract Administrator	X		A, I

E4	Experience of procurement of complex projects, including the preparation of tenders and contract documentation in accordance with accepted professional practice	X		A,I
E5	Experience of managing external consultants, project management from client brief to handover and managing external building contractors.	X		A,I
E6	Experience of supervising and managing a team of staff	X		A,I
E7	Experience of managing complex budgets of up to £3m	X		A, I
E8	Previous experience in preparing plans and applications for Planning and Building Control approval.	X		A,I
	Experience of Interpreting complex information and situations and developing plans and solutions, devising tailored made solutions to complex problems	X		A, I
	Previous experience of dealing with diverse and occasionally demanding customers in a social housing environment, including tenant and leaseholder consultation housing repairs and improvement matters.	X		A,I
	Experience of using Orchard, CAD packages and other Asset Management software		X	A, I
	Experience of Asbestos Management		X	A, I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).