Job Description		
Job title:		Senior Property Surveyor
Contracting Council:		South Holland District Council
Service/ Function:		Housing Landlord Services
Grade:		H
Hours:		37
Reports to:		Property Services Manager
Liaison with: (e.g. Officers, Councillors, Town and Parish Councils, Partners)		Contractors, Officers, Councillors, Senior Leaders, Partners and Stakeholders
Resource Accountability	**Financial**	Contribution to Budget Setting and Management
	Direct Reports	Property Surveyors (x4), Assistant Property Surveyor (x1) and Technical contracts officer.
	Physical and Information	Responsible and accountable for customer data, sometimes sensitive in nature

Purpose of the job

The job exists to provide a proactive, high quality and cost effective planned, cyclical and responsive maintenance service to the Council's housing stock. The post will support the Property Services Manager to ensure the service is managed effectively with an emphasis on providing excellent customer service, delivering value for money through contract procurement and achieving greater operating efficiencies. The post holder will also work with other services related to their functions to lead and support project delivery.

Key accountabilities (include responsibility for service users)

Provide a proactive, high quality and cost-effective planned upgrade programme to ensure stock meets Decent Homes standard.

Oversee a programme of property adaptations to enable tenants to continue living in their homes safely and independently. This will range from installation of grab rails to significant property extensions.

Oversee effective project management of complex property works programmes or projects.

Act at all times as a team member in a wider fully integrated housing service within the Place Directorate focused on customer service and the ongoing service and digital transformation as the Council strives for excellence.

Whilst thinking commercially monitor and control income and expenditure to ensure that all projects are completed on time and within established budgets, providing regular budgetary information as required by the Property Services Manager.

Prepare specifications, schedules of work and other tender documentation and manage the tendering processes in accordance with the Council's contract procedure rules. Arrange site investigations, building inspections,

prepare drawings and surveys and cost evaluations whilst leading the maintenance of the Council's property database.

Take the lead role in tenancy matters that relate to structural and boundary matters including instructing legal support and liaising with Planning and Building Control if required.

To be responsible for assisting in the budget setting process and the preparation of budget estimates and reports in connection with maintenance of the Council's housing stock, and ensure that budgets are effectively controlled and expended.

Support the Home Safety team to ensure compliance with all statutory requirements within Property Services including (but not limited to) Health & Safety at work, PPE, CDM regulations, Building Safety Act and any other standards and legislation which may be applicable

To procure contracts for capital contracts, compliance and small site-specific projects ensuring where it is applicable, compliance and delivery with relevant legislation, policy and procedures, conditions of contract, standards of quality and particularly health and safety.

Procure the services of external contractors in accordance with the Council's Contract Procedure Rules, ensuring that references are taken up and records of contractors, insurance, health and safety plans etc. are kept in accordance with the Council's terms of appointment of contractors. Undertake contractor competency checks prior to appointment and review those records on an ongoing basis to ensure that only competent contractors are employed.

Provide effective leadership and performance management of the Property Services team using business planning, performance appraisals, team meetings and 121s.

Lead, motivate and inspire colleagues to achieve the highest levels of performance and develop a culture of continuous improvement and learning across the Property Services team.

Take the lead role in the administration and analysis of the database for stock condition and use this data to plan maintenance strategies and programmes for carrying out works contracts.

Embed robust contract management across the department, through regular contract monitoring meetings with contractors, in relation to KPIs, social value, performance, disputes, uplift reviews and value for money.

Ensure excellent operational processes between officers and third-party suppliers/contractors and manage contractor performance through regular contract meetings.

Liaise with the Council's Health & Safety Advisor and ensure that regular testing is completed, including fire alarm tests and DDA compliance.

Work with the Property services Manager to provide technical advice and support on matters relating to the Councils assets

Oversee an effective response service dealing with complaints, FOIs and formal enquiries, maintaining the highest level of professionalism and excellent communication.

Assist and take the lead on projects and programmes of work that are necessary, and which arise from changing business needs and requirements

Contribute to the drafting of policies and strategies which will contribute to the service objectives and support the council's priorities.

Write and present reports for Members, Strategic Management Team and partner working groups to consider issues relating to the Maintenance team's work. This includes drafting decision notices for land matters such as easements and rights of way.

Be responsible alongside the Quantity Surveyor in making sure a customer focused service is offered that strives to be innovative in its search for continuous improvement.

Working with, and in consultation with internal and external stakeholders, obtain performance feedback from tenants and customers of the service, and use such feedback to demonstrate continuous improvement, resolution of complaints (including MP enquiries and Disrepair Claims), and enhanced levels of customer involvement.

In conjunction with Housing Services and the respective patch based Housing Services Neighbourhood Officers be responsible for ensuring that Tenant Groups, staff, members and other stakeholders are fully consulted on planned work programmes and are provided with the opportunity to feed into decisions in the design of the service and are provided with regular updates on performance and customer satisfaction to ensure the focus of the service is on customer satisfaction, value for money and continuous improvement.

Attend meetings (and represent the Property Services Manager when necessary), including Cabinet, Council, Management team, Scrutiny Panels, Committees and working groups as necessary (some flexible working will be required).

Perform any other relevant activities decided by the Housing Landlord Services Manager or Property Services Manager.

Knowledge and Skills (include interpersonal/ communication skills and physical and mental skills)

Essential:

- Knowledge and experience of running cyclical maintenance programmes within social housing
- Knowledge and experience of contract administration, CDM regulations and contract management.
- Knowledge of best practice and current sector Standards
- Working knowledge of a wide range of Microsoft Office packages
- An understanding of providing and working with data relating to buildings
- Ability to analyse, interpret and present data.
- Ability to undertake inspections of properties for several building related purposes.
- Willingness to complete relevant formal training courses to attain qualifications relevant to the role.
- Excellent organisational skills
- Possession of a full driving license and permitted to drive in the UK
- Available to attend meetings, events and emergencies outside of normal working hours

Desirable:

- Experience of working with members and contractors
- Strong awareness of HRA asset management
- Knowledge of regulations in the management of Asbestos
- An understanding of current issues in local government
- Knowledge of CDM regulations
- Excellent negotiation skills and mediation
- Capacity to understand and apply unfamiliar areas of law and regulations

Educations/ Qualification	
Essential: • HNC/HND (or demonstrate relevant experience) in a building related subject.	**Desirable:** • Educated to degree level in a construction related discipline. • Membership of CIOB or RICS or other housing or construction related membership

Physical/ Mental/ Emotional Demands

Concentrated mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over prolonged periods of time at least once a day. Working to deadlines is a feature of this job.

These deadlines are generally predictable in the normal cycle of work. The post holder is regularly subject to conflicting demands, with more than one person requiring a service or assistance simultaneously.

Unavoidable interruptions are frequent, often forcing the jobholder to re-plan his/her main project or activity

Working Conditions

The jobholder is predominantly office based but has to occasionally work outdoors/on site, with very limited exposure to very disagreeable, unpleasant or hazardous situations for a small proportion of the total working time.

Verbal abuse, aggression or other anti-social behaviour from members of the public is a feature of this job, but it rarely lasts for long and no response from the jobholder is expected or required.

General

The job description is intended to serve as an indication of the character and general level of the post. They activities are not in order of priority, and they should not be considered as final or exclusive. The list may be changed depending on the operational circumstances of the Councils.

As an employee of South Holland District Council you must comply with the Health and Safety policies and attend the compulsory Health & Safety training as and when requested.

You will be required to undertake any necessary training to enable you to perform your duties effectively.

There will be multiple policies and guidance you must adhere too as part of your employment contract – additionally the following activities are assigned to all Council Employees:

Job description created/ updated by	Name: Darren Tyrie	Date: Sept 2026
Job description agreed by	Post Holder:	Date: