



ROLE PROFILE

Role Title:	Asset Surveyor
Service:	Housing & Regulatory Services, Property Services, Asset Strategy & Investment
Directorate:	Place & Community
Accountable to:	Project Manager
Grade:	S02
Car Category:	Essential
Work Style:	Mobile Office Based Worker

Purpose of role

- As a key member of the Asset Strategy & Investment Team the Asset Surveyor will assist in the delivery of a highly professional service specific to all elements of surveying, which will include planning, surveying/specifying, stock condition surveys, reactive surveys, HHSRS, forward planning surveys, contract management surveys, asbestos surveys, quality assurance inspections and customer consultation.
- An excellent knowledge of social housing and construction legislation and experience in carrying out all type of building surveys will be expected. An excellent working knowledge of on-site health and safety legislation will be a requirement.
- Manage and deliver programmes of capital, cyclical maintenance cost effectively, in conjunction with the Council's external contractors.
- Work collaboratively with a range of stakeholders across the Council, in partnership with other Asset Management colleagues to deliver a seamless service to customers, clients and offer VFM.





- Have a key role in ensuring effective and consistent customer communication and engagement in the planning, delivery and assessment of energy and sustainability projects and initiatives.

Key Objectives

1	Prepare priced schedules of work, technical specifications and associated drawings for quotations and formal tender documents in accordance with the Council's Contract Procedure Rules and Financial Regulations.
2	Prepare estimates, work schedules and Bills of Quantities for budgeting and investment planning purposes where necessary.
3	Assist in carrying out the preparation, letting and appropriate supervision of a range of responsive and planned maintenance contracts for the Council's housing stock and maintain all necessary records required to administer and control the contracts.
4	Develop options for consultation in line with the Project Brief for cost and suitability review. ensuring the proposals are specified and designed in enough detail to be able to be costed and allow the project to be delivered with minimal variations. Similarly, ensure all consultation has taken place prior to issuing to enable seamless delivery of projects.
5	Develop project/component specifications ensuring all factors including suitability, buildability and value for money principles have been applied, as well as considering any issues residents may face with the usability or liveability of any proposals that impact them. To be able to design the finer details while also considering an overview of the effects it may have on whole estates.
6	Diagnose causes of complex repair issues, recommend solutions, order, and certify work, monitor and manage payment of completed works, maintain information on progress and financial status of capital works programmes to enable adequate reporting.
7	Undertake site surveys required to assess the property condition and future investment programmes. Assist in the preparation of capital investment and planned programmes of work.
8	Work with tenants, leaseholders, tenant groups and contractors to manage and monitor the pre and post inspection of capital, cyclical maintenance and responsive/void repairs works in accordance with performance indicators and targets and re-let standards.



9	Have a good working knowledge of the Construction Design and Management Regulations 2015(CDM) and primary Health and Safety Regulations relating to maintenance and construction works and knowledge of statutory, regulatory, and legislative requirements as they apply to traditional and non-traditional forms of construction.
10	To assist as requested in the review of standard specifications, ensuring fit for purpose and fully compliant.
11	To ensure all priced schedules required as part of the S20 process are specific and relevant.
12	Ensure obligations regarding Party Wall Act are fulfilled.
13	To interrogate land registry deeds, plans, and historical maps to discover the history of a building, its plot, and surroundings to clarify issues with boundaries and party walls.
14	To have an excellent working knowledge and experience of a range of construction contracts and relevant legislative health and safety requirements/standards.
15	To have an excellent working knowledge and experience of traditional, historical, and modern methods of construction and house types, common defects, and the different methods of refurbishment and modernisation.
16	To prepare orders for contractors including prioritising, costing, and estimating.
17	To monitor and ensure projects are completed on budget, on time and to a high standard.
18	Undertake statistical analysis to produce reports on KPI's on capital programmes, cyclical works programmes and responsive/void repairs service, including customer satisfaction.
19	Ensure all works documentation is recorded accurately, in accordance with the Council's procedures and maintain all databases, systems and project files and issue timely reports as required by the managers.
20	To lead all consultation and tenant liaison with customers and residents to ensure that there is meaningful engagement with customers in the development and delivery of services through to completion and handover to manage the customer experience and ensure high levels of customer satisfaction.
21	Operate and actively assist in the development of appropriate computerised information systems and assist in the introduction of new technology.





22	Chair regular site meetings which review progress against the contract specification and identify or assess future problems so that the contractor can take prompt and timely action to keep the contract on course and meet the required specification.
23	Establish, build, develop and maintain professional relationships with contractors to create mutual trust and respect necessary to ensure programmed work is carried out on time, to the exact specifications and so that when problems arise, they can be dealt with speedily and satisfactorily.
24	To act as an expert witness for the Council on property disrepair issues and to prepare reports for court in response to letters of Claim for Property Disrepair.
25	To investigate and identify building works required to remedy serious or complex defects including fire damaged and structurally unsound or damaged properties providing reports on findings and recommendations.

Scope

The post holder works as part of the Asset Strategy & Investment team and provides support to the Project Manager, to enable them to deliver the service objectives.

The post holder will have contact with the team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will develop work packages for procurement of external contractors, liaise with contractors to ensure that works are undertaken competently, promptly and within budgets.

Work Profile

1. Strategy

The post holder is a member of the Asset Strategy & Investment team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan. They also contribute through their work, to the development, planning and delivery of planned property repair works identified by the Council.





2. Performance

The post holder will be responsible for the successful delivery of the planned property surveys, repair works and tasks that they allocate and contribute to the overall performance of the wider team.

3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder will be responsible for budget and spend allocation associated to property repair works undertaken by the council.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

5. Supervision and Management

The post holder has no line management responsibilities

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers, developers, contractors, tenants, members of the public and Elected Members.





9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post holder will be expected to undertake site visits, including visits to construction sites, as well as being office-based.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus:

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The post holder is responsible for ensuring that contracts abide with the relevant H&S and CDM regulations that protect workers and visitors to sites.





16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The post holder works as part of the Property Services, Investment team to enable them to deliver their service functions and objectives. They will have contact with team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will undertake site and property surveys, develop project plans and documentation, procure contractors where identified, to ensure the delivery of the property repair works.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.





22. Physical Demands

The post holder will be expected to undertake external site visits, including visits to construction sites.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Appropriate academic, professional or technical qualifications in surveying, building or construction (e.g. Degree in Surveying, Btec HNC, RICS or CIOB Membership) OR Qualified by experience to an equivalent level	X		A
	Experience in general building surveying and the ability to diagnose complex repairs	X		A
	Working knowledge of the Construction (Design and Management) Regulations 2007 relating to maintenance and construction works	X		A, I
	Experience in drawing up proposals for planned works schemes, including tendering and contract administration	X		A, I
	A proven track record of dealing with property repair work contracts and contractors	X		A, I
	Experience of using Microsoft applications in particular Word, Excel and Outlook	X		A, I



Planning and organising work	Ability to organise contract administration and construction partnering arrangements	X	A, I
	Excellent organisational skills	X	A, I
	Excellent administration skills with a high level of attention to detail	X	A, I
	Ability to prioritise own workload, work under pressure and meet multiple deadlines	X	A, I
	Ability to handle confidential information	X	A, I
Planning capacity and resources	Experience of supervising training, motivation and organisation of contractors	X	A, I
	Able to plan resources and tasks to ensure a resilient and efficient services outcomes	X	A, I
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing	X	A, I
	Customer care / good interpersonal skills	X	A, I
	Ability to work as part of a team with a flexible approach	X	A, I
PROBLEM-SOLVING	Enthusiastic and positive attitude	X	A, I
	Using initiative to overcome problems	X	A, I
Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role	X	A, I
Managing change	Able to handle change with a resilient and positive attitude	X	A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well with minimal supervision	X	A, I
Undertakes tasks without supervision			





Other	Commitment to Equality	X	A, I
	Commitment to Health & Safety	X	A, I
	Satisfactory Baseline Personnel Security Standard Check	X	Document Checks
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X	A, I
	The ability to visit individual sites across the Borough including dealing with short notice emergency jobs and the need to ensure appropriate personal protective clothing and equipment is at hand, e.g. surveyors ladder and tools	X	I
Willingness to be flexible in hours worked if, required	X	A, I	

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours





Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

