



## ROLE PROFILE

**Role Title:** Senior Surveyor (Day to Day Maintenance)

**Service:** Housing and Regulatory Services, Property Services, Day-to-Day Maintenance

**Directorate:** Place and Community

**Accountable to:** Response Maintenance Manager

**Grade:** SO2

**Car Category:** Essential

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### Purpose of role

- To manage a team of surveyors whose main function is inspecting, assessing, scheduling and ordering maintenance works.
- To monitor the performance of all response maintenance and some programmed work undertaken by contractors.

### Key Objectives

1	Effectively and efficiently lead a team whose main functions are to inspect, identify and quantify repair works requested by tenants and leaseholders and to carry out inspections of vacant dwellings, prior to mutual exchange, transfer, or re-letting.
2	Provide appropriate evidence to support the raising of a rechargeable account following inspection if the work, or elements of the work, considered to be the responsibility of the tenant.
3	Assist in the carrying out of the preparation, letting and appropriate supervision of a range of response maintenance contracts for the Council's housing stock.
4	Assist in the compilation, proper operation and control of the budgets within the post holder's remit.
5	Provide advice, information and assistance on repairs and maintenance matters.
6	Prepare and submit claims for work which are recoverable under insurance policies.
7	Assist in the monitoring, amending and updating of the Schedule of Rates and other Contract documentation.





8	From the information derived from a pre-inspection, select the appropriate work items from the Schedule of Rates and ensure that they are entered onto the works order together with relevant dimensions, materials and estimated costs.
9	Where the work falls outside the scope of the Schedule of Rates, invite quotations and ensure that the work required is entered on the work order including all relevant dimensions, materials and costs.
10	Undertake on-site inspections of work in progress or, upon its completion, check that the repairs ordered have been carried out satisfactorily and that accounts submitted are correct.
11	Undertake site surveys required to assess the need for future maintenance programs.
12	Assist in the monitoring of contractor performance and compliance with contract conditions. Agree variation orders and certify accounts.
13	Maintain all necessary records required to administer and control the contracts.
14	Prepare specifications and tender documents as required

## Scope

The post holder will assist the Response Maintenance Manager in the provision of a day to day maintenance service for the Council's housing stock and other property assets as required to meet the Council's responsibilities in the borough and provide other contracted services as required.

## Work Profile

### 1. Strategy

To have a supporting role in the service plan for the Property Services, Day to Day Maintenance Team. Their role will contribute to the achievement of the Council's Corporate Plan.

### 2. Performance

The post holder will support the Response Maintenance Manager in ensuring that set standards are achieved and maintained in line with the requirements of relevant legislation and guidance. They be responsible for the delivery of their own objectives, priorities and targets including those associated with continuous improvement and in developing a more evidence/ intelligence-led approach.





They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

### **3. Service Quality**

The post holder will have a support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved.

They will contribute to the development and monitoring of appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

### **4. Resource Management**

The post holder has budget management responsibility.

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 line management responsibility for posts.

### **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 closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to residents and businesses as appropriate.

They will promote the service through demonstrable commitment to high quality, excellent standards.





They will provide progress/ case reports at agreed intervals, to the Response Maintenance Manager as appropriate, detailing progress, risks to success and next steps.

#### **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with their Service Manager, tenants, contractors, their wider team, other council officers, members of the public, local businesses and partner agencies.

#### **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 Councils 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 may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

#### **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**

The post holder is expected to meet the Council's Standards of Customer Care at all times. They must champion high professional standards and service improvements that are needed to enhance service delivery.

#### **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.

## **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 role by its nature will follow particular legislation, duties and guidance.

However, the post holder is expected to generate ideas and concepts relating to service improvements to enhance service delivery. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change.

## **20. Decisions and Consequences**

The post holder will generate ideas and suggestions for consideration by the Response Maintenance Manager. They will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

## **21. Work Context**

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

It is not anticipated that there would be any physical demands of the job over and above those expected for site visits and office-based work.



## 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	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	BTEC/HNC (or equivalent) in Building Studies and competence in the compilation and running of building contracts on domestic dwellings	X		A
	BTEC/HNC or equivalent in Building Studies and substantial experience in a Surveying post within the Construction Industry or Local Authority		X	A
	Membership of CIOB, RICS or IMBM		X	A
	Degree in Building Surveying (or equivalent)		X	A
	Appropriate qualification in supervisory skills		X	A
	A good knowledge of Health and Safety legislation relating to electrical and mechanical work	X		A, I
	A good knowledge of building construction and modern maintenance techniques	X		A, I
	Ability to compile and control budgets	X		A, I
	Be familiar with Schedule of Rates	X		A, I





	Excellent ICT skills, including ability to use Word, Excel, Outlook and other packages as required	X		A, I
	A full clean driving licence.	X		A, I
<b>Planning and organising work</b>	Ability to work under pressure and meet tight deadlines when required	X		A, I, T
<b>Planning capacity and resources</b>	Ability to lead and manage a team of surveyors	X		A, I
<b>Influencing and interpersonal skills</b>	Good oral and written communication skills	X		A, I, T
	Strong interpersonal skills and ability to remain calm and courteous when under pressure and establish an excellent rapport with all customers	X		A, I, T
<b>PROBLEM-SOLVING</b> <b>Using initiative to overcome problems</b>	Ability to identify a range of appropriate solutions to issues and problems	X		A, I
<b>Managing risk</b>	Ability to consider and assess risks associated with improving services and raising customer standards	X		A, I
	Must be honest and have integrity, and be willing to exercise judgements	X		A, I, T
<b>Managing change</b>	Able to handle change with a resilient and positive attitude	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b> <b>Undertakes tasks without supervision</b>	Ability to use own initiative, work with minimal supervision in addition to being a team player	X		A, I, T





Other	Commitment to Equality	X	A, I
	Commitment to Health & Safety	X	A, I
	Satisfactory Baseline Personnel Security Standard Check	X	<b>Document Checks (includes Basic DBS)</b>
	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	I
	Full Driving Licence and access to vehicle (or equivalent mobility)	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.

**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

