

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:	Senior Surveyor
Service:	Housing Operations
Team:	Property Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Stock Investment Surveyor
Responsible for:	Surveyor x 3 Quality Assurance Officer
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> Undertake a full range of building surveying duties to support and develop the Councils housing portfolio. 	

- Manage the performance and workloads of the Planned Works Surveyors and Quality Assurance Officer, developing and coaching them to become a cohesive high performing team.
- Responsible for planned maintenance and improvement programme of works, undertaking cost analysis and scrutiny of repairs to identify and drive service and performance improvement.
- Management of the capital works budget in excess of £4m ensuring that from project inception and throughout delivery to ensure the works are delivered on time, achieving the agreed quality and within budget.
- Produce detailed specifications of work and pricing tender documentation to support the planned work surveyors procuring works. Liaising with specialist consultants where necessary.

MAIN DUTIES AND ACCOUNTABILITIES

Operational

- Ensure delivery of the Housing Operations planned maintenance works, ensuring it complies with Council policies, procedures and systems alongside adherence to the compliance of the relevant legal, regulatory and statutory requirements associated with building works.
- Prepare, specifications for investment programs of work for planned improvement and refurbishment projects including tender documentations and pricing schedules of work, liaising with specialist consultants and manufacturers where required to ensure the Council attains and attracts quality contractors when procuring for work.
- Supervise and supports the Planned Works Surveyors in their activities to project manage capital investment projects attending operational and strategic meetings.
- In conjunction with the Stock Investment Manager review and plan the capacity of the Planned Works Team, delegating capital projects to Planned Works Surveyors to ensure that the projects are appropriately resourced to support the capital investment budget spend.
- Undertake and manage the more complex and involved capital investment and planned works projects from project inception delivery through to final accounts.
- Complete regular cost analysis of qualitative and quantitative data to drive service improvement and scrutiny of Planned Maintenance works to demonstrate appropriate budget control.
- Hold monthly contract / operational meetings with service providers and develop partnering arrangements, challenge and address failures in performance and monitor day to day activities.
- Manage and coordinate defects arising from improvement programmes, liaising with contractors and tenants to ensure expectations are managed and satisfactory resolutions found.
- Undertake building surveys as required including the preparation of required drawings, schedules of work, pricing rates, bill of quantities, party wall awards, relevant risk and safety plans to develop and support business case decision making.
- Support the Project Coordinator in to complete Planning and Building Control submissions, including consultation with the local Planning Conservation Officer and English Heritage, providing technical guidance and expertise.
- Provide support and guidance to Housing Operations colleagues and the wider Council services as appropriate.
- To act as the client representative in respect of the CDM regulations. Diagnose

building defects, recommend and undertake the most appropriate action.

- Responsible for ensuring that the Council's properties, communal areas and estates are well maintained and that a proactive approach is taken to the overall improvement of standards including cross-team working.

Financial

- Provide scrutiny and overview to pricing schedules submitted completing cost analysis and benchmarking in association with the Housing Finance Manager and the Stock Investment Manager to ensure value for money.
- Take responsibility for the delivery of the Capital Works budget which in totality is in excess of £4m ensuring that it is delivered on time and within budget thresholds, providing support to the Planned Works Surveyors
- Challenge and escalate concerns in relation irregularities in applications for payment, conforming to the contractual obligations, terms and conditions.
- Provide information to the Stock Investment Manager to enable budget setting and business planning

Contract Management

- Ensure that all qualifying works are procured in line with the Councils Contract Procurement Regulations and Financial Regulations.
- Act as Contract Administrator for all projects within the portfolio of Senior Surveyor.
- Attend and chair operational and strategic meetings to support decision making process and ensure programme progression against agreed timescales are being achieved alongside high resident satisfaction and that performance and contractual issues are addressed and resolved.
- Monitor and record contractor performance producing Key Performance Indicator reports to circulate to the Property Service Management Team.
- Ensure that contracts are compliant with H&S legislation and regulations alongside the Councils policy and procedures; liaise with the Compliance Manager to escalate issues or seek clarification on matters arising.

Staff Management and Training

- Line manage the Planned Works Surveyors and Quality Assessment Officer from recruitment & selection, induction, training & on going development with regular 1-2-1s and appraisals.
- Support the development and training of staff as required, ensuring available skills are in place to meet business objectives and enable staff to meet their potential.

Team Work and Communication

- To contribute to partnership working with internal and external partners, initiate and develop a cohesive and consistent approach to improved methods of working and processes.
- Provide technical leadership and guidance throughout Housing Operations including within the Planned Maintenance Team, to Housing Maintenance Inspectors, and Housing Customer Service Team.
- Support the Resident Support Officer in their work with tenants and leaseholders who are undergoing planned improvement works in their homes; attending consultation meetings and providing technical advice and guidance in a manner that can be understood by a non technical audience.

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 Councils 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 to adhere to GDPR 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.

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

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- Have a clear understanding of the Control of Asbestos Regulations 2012 and that the Council’s Asbestos policies and procedures are adhered to, taking appropriate action, reporting any cases as required.
- Have a clear understanding of the client and contractor roles under CDM regulations.

DIMENSIONS OF THE ROLE

- Maintenance of Council housing stock, approx. 5000 homes.
- Planned Works and Cyclical Budget (2019/20) - circa £4m
- Management of 4 team members
- Framework Contractors – 12
- Planned Works Contractors – 3
- Cyclical Works Completed - circa 1000 pa
- Operational Meetings to Chair – approximately 50 pa
- Strategic Meetings - approximately 30 pa

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

- Ensure the Planned Works Surveyors and Quality Assurance Officer project manage and delivery capital works within the allocated budgetary values of £4 million per annum to ensure value for money
- Ensure that Planned Works Team are adequately trained and resourced to effectively, ensuring continuous professional development
- Provide cost analysis for budget reporting and setting of planned maintenance

contracts.

- Provide technical support and guidance to support to Housing Operations colleagues to support decision making
- Approval of payments in accordance with the Council's Scheme of Delegation.
- Audit, review and authorise variation orders, applications for payment and invoices in accordance with the Council's Scheme of Delegation.

PLANNING/ORGANISING/CONTROLLING

- Assessing component condition, lifecycle and cost to assist in developing consolidated rolling programme of investment works.
- Assist the Asset Management Team to determine appropriate scope of works in order to produce investment programmes.
- Providing technical expertise and advice to the wider team as required.
- Support the Stock Investment Manager in developing the resource capacity of the team to ensure delivery of the capital investment budgets
- Ensure daily provision of survey data so that this can be proactively utilised by the Asset Management Team Contribute to the delivery of the Asset Management Strategy and input into periodic reviews.
- Support collaborative and cross functional working, sharing resources across the Asset Management Team, Property Services Team and the wider Housing Service to meet operational targets and priorities.
- Provide technical assistance and support to the Project Coordinator in the , preparation and submission of applications for Planning Consent and Building Regulations Approval Monitor performance of Planned Works Surveyors and Quality Assurance Officer regularly to ensure that programmes are delivered on time and to budget. Keep accurate records of performance monitoring.

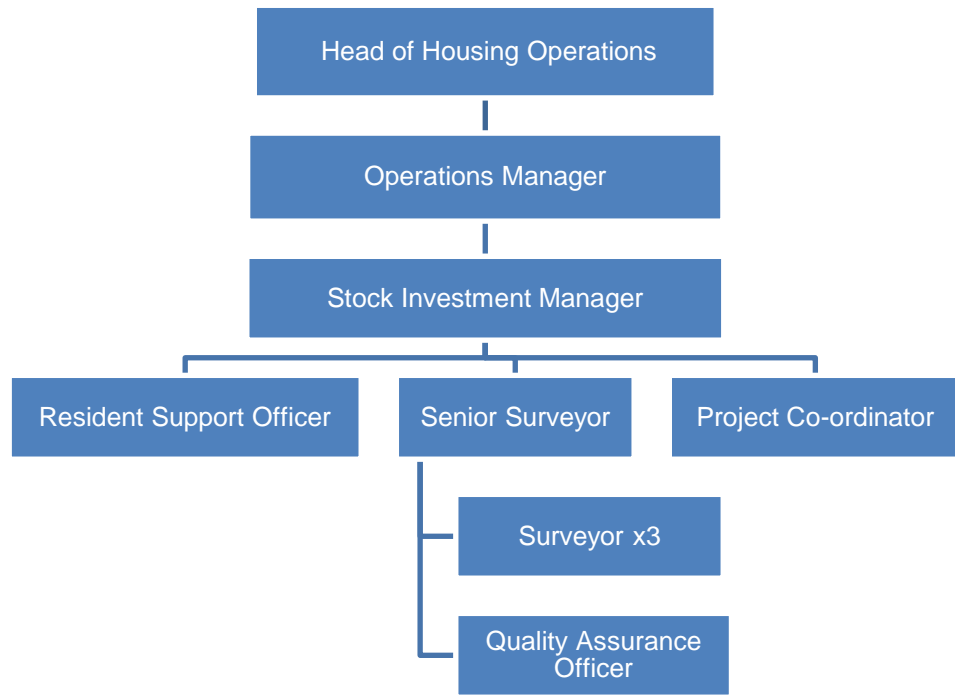
CUSTOMERS AND CONTACTS

INTERNAL

- All staff including the Management Board, Executive members including portfolio holders for Housing Services.

External

- Tenants, leaseholders, tenant & resident groups, members of the public, service providers and other agencies and partners.



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/I/C	Educated to degree level in Building Surveying or other relevant technical field	A/I
	Professional membership of RICS, CIOB or equivalent or evidence of working towards.	A/C	Experience of acting as a CDM Co-coordinator on Planned Works Projects	A/I
	Evidence of Continued Professional Development	A/C	Experience of working within social housing	A/I
	Well developed IT skills with knowledge of Microsoft Office at Intermediate level	A/C	Evidence of adherence to Party Wall Act legislation	A/I
	Clear practical understanding of the client and designer roles in CDM regulations	A/I	Knowledge of managing works on specialist buildings included listed or conservation buildings	A/I
KNOWLEDGE /TECHNICAL SKILLS	Experience of cost analysis, budgetary management, audit and review of management and financial information to drive performance improvement	A/I	Experience of working in social housing	A/I
	Ability to manage, lead and develop high performing teams	A/I	Awareness of Safeguarding	A/I
	Having experience of a similar surveyor role leading large programmes or work managing contractors	A/I	Experience of contract procurement within public sector	A/I
	Working knowledge of forms of building contract including JCT Measured Term, Minor Works and Termed Partnering Agreements	A/I	Knowledge of central governments Decent Homes objectives and criteria	A/I

COMMUNICATION	Demonstrate effective contract administration, dealing with challenging situations and negotiate changes to improve service delivery	A/I	Ability to negotiate to meet mutually beneficial outcomes	A/I
	Production of detailed written reports and effective verbal presentation skills	A/I		
	Ability to encourage open discussion and feedback amongst team and key stakeholders	A/I		
	Ability to communicate clearly and effectively ensuring that complex technical information is understood by a non technical audience	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	A/I		
TEAM WORKING	Display ability to direct, inspire & empower the team	A/I		
	Experience of building constructive and productive internal/external relationships	A/I		
	Exhibit commitment to continually improving team performance	A/I		
	Demonstrate the ability to delegate	A/I		
MANAGING SELF AND OTHERS	Experience of providing clear, measurable outcomes, keeping a rigorous focus on whether they are being achieved	A/I	Exhibit ability to support a culture which positively responds to change	A/I
	Ability to review performance data, understand the impact and decisively act where performance falls below expectations	A/I		
	Ability to support and provide clarity to	A/I		

	individuals whilst holding them accountable for results or taking action if performance falls			
CAN DO APPROACH / ACHIEVING RESULTS	Demonstrate an awareness of cost and budget implications in order to provide advice and recommendations for the setting of appropriate budgets	A/I		
	Experience of using data from a wide range of sources (including the customer) to drive both improvement and cost-efficiency across the service	A/I		
	Ability to develop clear, SMART plans which will detail performance targets, resource & activities required to achieve objectives	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Full and valid driving licence and use of a car during working hours	A/I		
	Ability to undertake surveying activities including climb ladders, working at height and accessing loft spaces	A/I		
	Occasional attendance outside normal working hours	A/I		

How assessed

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

Disclosure and Barring Service

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service (DBS, previously CRB). Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

For Official Use only			
Job title:	Senior Surveyor	Post no:	HF06
Service:	Housing Operations	JE score:	398
Team:	Asset management	Pay band:	5
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:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	<i>Operations Manager</i>	DATE:	January 2019
CHECKED IN:	Human Resources	DATE:	January 2019
LAST UPDATED:	Human Resources	DATE:	January 2019