

JOB DESCRIPTION

Post Title: Property Surveyor	Director/Service/Sector: Housing		Office Use
Band: 5	Workplace: Blyth Civic Centre and County Wide		JE ref: 3456
Responsible to: Housing Maintenance Manager	Date: September 2017	Manager Level:	HRMS ref:
Job Purpose: Carry out property surveys in the council's housing stock - main areas of focus will be to respond to tenants reports of dampness in their homes and the administration of the tenants improvements scheme Support the Repairs and Maintenance Management Team to deliver a quality service to its stakeholders the ability to carry out high quality surveys and produce reports and to diagnose property faults and raise remedial repairs using the Councils I.T. systems On occasion the post will be required to supervise works on site using a mixture of in-house workforce and external specialist contractors. Daily inspections of properties and the ability correctly diagnose building defects and communicate with tenants and other officers of the Council building up good relationships is essential. There will be a requirement to provide training to staff and elected members in the areas of dampness and condensation diagnosis and control Lead officer in dealing with the requirements of the expert witness role in housing disrepair claims including sourcing repairs history inspecting and diagnosing defects alleged in the claim Providing condition reports and liaising with the Councils legal team in responding to disrepair claims			
Resources	Staff	Onsite management of specialist contractors and council trades which will require working on construction sites to provide management guidance and instruction to the workforce	
	Finance	Monitoring budgets for works up to £500,000 including agreeing interim payments to contractors and managing budget spend against contractor performance in terms of quality and standards requesting quotations from contractors and administering the works including the drawing up of interim and final payments using the Council's procurement systems	
	Physical	Shared responsibility for the safe keeping of valuable and confidential documents e.g. contract documents tender submissions ensure that officers of the Council receive relevant training to achieve a quality repairs and maintenance service this will include attendance onsite for meetings Abide by all information governance and related requirements	
	Clients	Shared responsibility for the general well being and safety of yourself and those who use the service including the general public Assist with the development and implementation of policies procedures and services.	
Duties and key result areas:			
<div>1. To be the main point of contact within the Housing Service for all damp and condensation reports ensuring that there are effective working relationships with the Housing Management Team and its Tenants</div> <div>2. To carry out inspections and provide advice and guidance on how to minimise condensation and mould growth to tenants and other stakeholders of the Council</div> <div>3. To carry out inspections and identify appropriate repairs and improvements required to resolve condensation problems</div> <div>4. To assist in the preparation of reports for the Housing Head of Service and Elected Members</div> <div>5. To provide training to staff, elected members and tenant representatives on the subject of damp, condensation and the tenants improvement scheme as necessary</div> <div>6. To ensure that the Council's Dampness and Condensation Strategy is implemented and regularly reviewed</div> <div>7. To assist in tender appraisals and assist the identification of the best contractor for the Council in terms of quality and economy</div> <div>8. To assist with the development and implementation and maintenance of policies , practices and procedures on standards of technical developments in the area of housing maintenance</div> <div>9. To carry out surveys in Council housing properties in response to a Tenant Improvements Scheme (TIMP)</div> <div>10. Be the lead officer in the administration of the TIMP process from the initial enquiry to the final sign off</div>			

11. Provide a specification of works for the tenant improvement scheme ensuring compliance with the relevant British Standards , Building Regulations , Gas Safety and Electrical Safety regulations and requirements
12. To provide technical support to other departments and sections within the Council
13. To look after personal health and safety and the health and safety of others when representing the Council.
14. Onsite management of health and safety of all staff including the production and management of risk assessment and safe working procedures and practices administering the requirements of CDM legislation during construction operations
15. Liaise and arbitrate with tenants,elected members,clients subcontractors,support services and Directorates of the Council
16. Assist the management team to develop new initiatives including reviewing existing policies and procedures and contribute to the broader development and growth of the repairs and maintenance service and the Council as a whole
17. Support housing management staff in the service delivery to tenants and other stakeholders by attending and joint visits to sites
18. Attend and undertake such training that is felt necessary by your line managers to continue your professional development in the areas in which you work
19. Maintain a good working knowledge of current British Standards , Building Regulations and codes of practice to allow the proper management of works undertaken by internal and external contractors including the drawing up and re-issuing of changes in legislation where and when required to ensure compliance
20. To deal with aspects of complaints or disrepair cases and liaise closely with relevant staff to resolve such matter
21. The ability to use diagnostic tools and equipment when surveying properties
22. To monitor best practice in the damp and condensation prevention industry and report such change to line managers
23. The lead officer in dealing with Housing disrepair claims including the inspection reports writing and administration required regarding claims of disrepair the post-holder will be the Councils expert appointed officer/witness

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites , area offices, or training venues throughout the county on a routine basis and further afield on occasion .
Working patterns:	Normal working week Monday to Friday with early mornings ,occasional evening,appointments
Working conditions:	Significant exposure to difficult situations involving customer complaints and disputes

PERSON SPECIFICATION

Post Title: Property Surveyor		Director/Service/Sector: Housing	Ref: 3456
Essential	Desirable		Assess by
Knowledge and Qualifications			
An HND or Degree level qualification in building surveying or equivalent In depth working knowledge of the main operational,procedural and practical issues relating to construction orientated building repairs and maintenance Site Safety Manager / Supervisor Training Scheme qualified Evidence of ongoing professional development in Construction based subjects An understanding of Social Housing Property repairs and maintenance good practice Knowledge of current laws,regulations policies,procedures,trends and developments within the UK social housing repairs and landlords duties of care Commercially aware and has a clear understanding of the relationship between costs,quality,customer care , and corporate performance assessment Demonstrates an awareness and commitment to proactive customer care and services Full current drivers licence	A relevant building/construction surveying degree or HND A relevant Construction trade qualification Current SSMTS or SSSTS Certificate UKATA Asbestos awareness certificate	(A)(I)	
Experience			
Experience in building/construction surveying in social housing Experience in Construction best practice relating to damp-proofing and diagnosis of damp/condensation in social housing properties Experience in writing high quality reports with regards to construction related repairs and maintenance and damp/mould issues in social housing Experience in the tenants improvement process within social housing Experience in disrepair claims surveys and report writing Experience in working collaboratively with tenants,stakeholders,and other service users Experience in implementing and monitoring safe systems of work to comply with health and safety law and Council policies regarding health and safety Experience of managing finance relating to repairs and maintenance Experience of diagnosing building defects and providing suitable solutions Ability to communicate clearly and effectively both verbally and in writing A high level of experience in using I.T. solutions		(a)(i)(r)	

Skills and competencies		
<p>Effective I.T. skills and able to use ITC to achieve work objectives</p> <p>Ability to diagnose building related defects and provide solutions</p> <p>Ability to prepare concise and accurate risk assessments</p> <p>Ability to plan your own work to maximise efficiency and productivity</p> <p>Ability to carry out surveys that involve the precise use of technical equipment to diagnose building defects which will require the use of construction tools to allow in depth inspection of the building fabric</p> <p>Prepares written,verbal and other media that are rational,convincing and coherent</p> <p>Effectively expresses own views using appropriate means depending upon the audience</p> <p>Numerate and literate and able to prepare reports and statistical information</p> <p>Applies a methodical approach to problem solving</p> <p>Negotiation skills able to persuade others to an alternative view</p> <p>Remains calm and logical in stressful and difficult situations</p> <p>Has a strong corporate orientation and a commitment to tackling issues in a non-departmental manner</p> <p>Dependable,reliable and keeps good time</p> <p>Models and encourages high standards of honesty,integrity,openness and a respect for others</p>	<p>Experience in using google and microsoft office applications</p> <p>Understanding client and contractor relationships</p> <p>Operational risk management</p> <p>Experience in particular relevant area (e.g) Diagnosis of dampness in construction , mould growth and how to combat it in social housing and tenant disrepair surveys and reporting</p> <p>Experienced expert knowledge of housing disrepair legislation and surveying including experienced in Housing disrepair claims in social housing</p> <p>Supervising onsite operations using specialist contractors</p>	(a)(i)(r)
Physical, mental and emotional demands		
<p>Normally works from a seated position but with regular need to walk,bend,carry or use Councils equipment such as steps , and various pieces of diagnostic equipment</p> <p>Need to maintain general awareness together with medium periods of concentrated mental attention.</p> <p>Ability to deal with situations and information which may place significant emotional demands on the postholder</p>		(a)(i)(r)
Other		
<p>Able to meet the transport requirements of the post</p> <p>Able to work outside of normal office hours including weekends,evenings and early mornings</p>		(a) (i)

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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits