

**Job Description**

**Job Title:** Building Surveyor

**Salary Grade:** Grade 7

**Role Profile:**  RT5

**Service Area:** Home Improvement Agency

**Reports to:** Team Manager

**Purpose of Role**

To support the HIA Business and Team Manager in delivering the services of the home improvement agency.

To give advice, practical assistance and support that will enable disabled, elderly or vulnerable customers to remain to live independently within their own homes for as long as possible.

To support Sunderland Care and Support in the delivery of its key companywide functions and uphold the principles and values of the organisation.

**Main Duties and responsibilities:**

* To carry out site surveys as required by SCAS
* Plan and organise own workload to meet deadlines and objectives of the team.
* Effectively project manage contracts assigned to the post including the management of progress, performance, contract compliance, quality of workmanship, customer satisfaction, financial payments, and claims
* Ensure that all technical related matters assigned to the post are carried out effectively and efficiently with respect to the principal responsibilities of the post.
* Administer the full grant process for all types of grants/assistance from enquiry to completion of the works in line with all current procedures and policies that are applicable at the time.
* Carry out the preparation of tender contract documentation ensuring compliance with Construction Design and Management regulations, The Party Wall Act and all other statutory and non-statutory obligations are fulfilled.
* Obtain estimates through the tender process in line with Corporate Procurements guidelines and procedures.
* Submit drawings for appropriate Planning and Building Regulations as required.
* Supervise works in progress and final inspections to ensure the works comply with the quality and standards and specification.
* Calculate and authorise interim or final payments where the works have been completed to the required standards.
* Assist in ensuring that health and safety standards are adhered to both on site and within the office environment and report to the Team Manager any breaches of standards.
* Investigate customer reports of defective work, post job completion with a view to working positively with both customers and contractor to resolve defects and to fully participate in the investigation of complaints from clients of alleged delays, or unsatisfactory building works to resolve them quickly and sensitively.
* Attend joint visits and provide the appropriate level of technical advice and supporting information as required and within the agreed timescale.
* Adhere to the lone working policy and be aware of own responsibility regarding health and safety.
* Assist with the smooth running of the agency by following office procedures.
* Maintaining accurate manual and computer records on all allocated cases, ensuring that case notes are up to date and easily understandable by other members of staff.
* Establish and maintain good working relationships both internally and externally
* Deliver all aspects of the role within the agreed timescales.
* Attend training as required to keep up to date with new legislation and practices in relation to the role and the activity of SCAS.
* Assist in the preparation of reports, letters and written procedures relevant to the service.
* Working in partnership with other Sections and Directorates of the Council and external organisations. Assisting in dealing with queries and representations from the general public, contractors, consultants, Council members, the press and others.
* To promote the culture and vision of the SCAS and the Council through actively co-operating with other employees and management.
* To maintain an awareness of relevant Statutory and SCAS regulations, procedures and practices and participating in ensuring compliance.
* Ensure the health, safety and security of the workplace for yourself, colleagues and visitors, in accordance with legislation and SCAS policies and procedures.
* Actively promote the work of the HIA to both individual clients and commissioners.
* To work in an anti -discriminatory way while respecting and promoting equality and diversity.
* To treat all members of the public, colleagues’ other professionals, outside agencies and all contacts with equal respect.
* Participate in staff development initiatives and make use of training opportunities available in order to meet both individual and organisational needs.
* Play an active role in helping develop new systems of work to improve service delivery
* To maintain confidentiality and observe data protection guidelines.
* To carry out other specific tasks that may be reasonably required from time to time by the Technical Services or Agency Manager in the furtherance of the Agency and its development.
* A commitment to continuous improvement.
* To promote and champion a positive organisation-wide culture that reflects the Company’s values.

**Other Duties:**

* The post holder must carry out their duties with full regard to the Company’s Equal Opportunities Policy, Code of Conduct and all other Company Policies.
* The post holder must comply with the Company’s health and Safety rules and regulations and with Health and Safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the company.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Company records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Company records and information and respect the privacy of personal information held by the Company.