

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	
<b>Job title:</b>	Planned Works Surveyor
<b>Service:</b>	Housing Operations
<b>Team:</b>	Property Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Senior Surveyor
<b>Responsible for:</b>	NA
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To design, specify and programme manage the delivery of cyclical works, planned maintenance programmes and capital improvement projects.</li> <li>To be responsible for all aspects of the contract administration including day to day oversight of work in progress of cyclical and planned works. Building robust relationships with our contractors to delivery high quality cost effective work.</li> <li>Provide professional assessment of the condition of the Council's housing stock including the specification of subsequently required remedial works</li> </ul>	

- To deliver projects from inception through to completion ensuring that they are delivered on time, meeting the required quality standards and provide value for money within agreed budgetary thresholds.

## MAIN DUTIES AND ACCOUNTABILITIES

### Operational

- Responsible for capital improvement projects, planned maintenance and cyclical programmes of work as allocated by the Senior Surveyor, including the contract procurement, contract administration, programme management, delivery and associated processes.
- Responsibility to ensure that all regulatory requirements are adhered too during the lifecycle of the project such as adherence to Section 20 leaseholder consultation process, planning permission applications and building control inspection and sign off.
- Ensure that qualifying works are completed to satisfactory standards within the agreed timescales, within budget and to the expected quality standards.
- Liaison with Resident Support Officers and contractors to ensure that the needs of our residents are considered and appropriate, ensuring that reasonable measures are taken to enable the cyclical and planed maintenance works to be undertaken.
- Provide information to the Asset Management Team to assist in the development of annual programmes of work, including future investment and to inform budgetary setting.
- Working alongside the Clerk of Works monitor and inspect the standards of workmanship on site, reviewing the contractors performance and resident satisfaction to ensure the expected standards are achieved.
- Ensure all defects are logged and rectified within agreed timeframes.
- Prepare and present estimates of work, technical specifications and briefs to develop and ultimately procure contracts ensuring that the Council's Contract Procurement Regulations are adhered to.
- Chair both pre site contract meetings and operational delivery meetings during the course of the works, recording minutes appropriately to ensure that performance, quality, time and value for money is being achieved.
- Challenge poor performance and develop remedial action plans to safeguard the Council and its residents where performance is failing, escalating issues and concerns to the Senior Surveyor in a timely manner.
- Provide technical advice and support to Housing Operations colleagues to advice on the feasibility and impact of tenant request for alterations to their homes, following the documented process and service level agreements.
- Provide regular financial and performance information to the Stock Investment Manager and Senior Surveyor to feed into management reports.
- Ensure that the housing and property management systems are regularly and adequately updated to ensure the validity and accuracy of work orders, stock and asset information.

### Financial

- Raise and authorise works to the delegated authority of the post holder
- Ensure that all required purchase orders are issued to contractors to enable invoice payments to be processed in a timely manner.

- Review and validate all variation orders, applications for payment and invoices within the specified and agreed contractual terms and conditions to enable financial and budgetary control.
- Challenge and escalate concerns in relation to irregularities in applications for payment, conforming to the contractual process, terms and conditions.
- Provide information to the Stock Investment Manager to enable budget setting and business planning.

### **Contractual Management**

- Ensure that the procurement of qualifying works is in line with the Council Contract Procurement Regulations and Financial Regulations
- Act as contract administrator for projects that have been delegated by the Senior Surveyor
- Chair regular operational meetings with planned works and cyclical works contractors as appropriate to review resourcing, programme progression against timescales, service delivery, resident satisfaction and addressing performance or contractual issues as they arise.
- Monitor and record contractor performance regularly producing associated suite of Key Performance Indicators that can be reviewed at both operational and strategic meetings.
- Ensure that contracts are compliant with H&S legislation and regulations alongside Council specific policy and procedures; liaising with the Compliance Manager to escalate or seek clarification on concerns or matters arising.

### **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 Council’s 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 of the Data Protection Act 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.

### **Training and Development**

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet the business objectives, and to enable the achievement of potential

### **Team Work and Communication**

- Develop robust and effective stakeholder and supplier relationships, working closely with planned works contractors.
- Support collaborative and cross functional working, sharing resources across Property Services and the wider Housing Service to meet operational and service plan objectives
- Work in partnership with contractors, Members and officers from Property Services and Housing to ensure a holistic approach to service delivery
- Working alongside the Resident Support Officer contributes to resident consultation processes in respect of planned works to be undertaken.
- Have overall responsibility for the Section 20 leaseholder consultation process working with the Project Coordinator to ensure that the process is adhered to correctly and all key milestones achieved and communications are circulated appropriately
- Support the Resident Support Officer in their work with tenants and leaseholders who are undergoing planned works in their homes; dealing with the needs of residents with patience and sensitivity; explaining technical plans and specifications to a non technical audience.
- Provide advice and professional opinion to support colleagues in Property Service, the wider Housing Service and across the Council.

### **Service Development and Improvement**

- Contribute to the service development and improvement planning, providing innovative solutions to improve services within available resources.
- Investigate new initiatives in building techniques, products and materials, feeding back your findings to your colleagues and the Property Service Management Team
- When require contribute to complaints investigations in line with Council policy and to enable learnings to be embedded to aid continuous improvement.

### **Health and Safety**

- General – Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered too, risks are identified, mitigation developed and that these are managed and monitored as required.
- Construction – Ensure that there is a clear understanding of the client and contractor roles under the current CDM regulations
- Asbestos – Have an understanding of the Control of Asbestos Regulations 2012; ensure that the Council's asbestos policies and procedures are adhered too.

### **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.

### **DIMENSIONS OF THE ROLE**

- Planned Works and Cyclical Budget (2019/20) – circa £4m
- Framework Contractors - 12
- Planned Works Contractors – 3

- Cyclical Works completed – circa 1000 per annum
- Planned Works - circa 500 per annum
- Improvement Works – circa 100 per annum
- Operational Meetings to Chair – approximately 50 per annum
- Strategic Meetings to contribute to – approximately 30 per annum

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

- Dealing with planned work, cyclical and improvement programmes of work
- Managing the spend of capital and cyclical budgets for delegated projects with budgets in excess of £1m per annum
- Reviewing and authorizing of high value payment applications and invoices
- Managing under performing contracts and developing action plans
- Resolving contractual disputes, preparing evidential cases for escalation
- Contributing information to resolve complaints and resident and Member enquiries

#### **PLANNING/ORGANISING/CONTROLLING**

- Planning, coordinating and delivering the planned, cyclical and improvement programmes of work
- Chairing weekly and monthly operational contract meetings to review service delivery and ensure that programmes are on target in terms of time, quality and value for money
- Contributing to strategic contract meetings, supporting the Senior Surveyor by provision of management information and key performance indicators

#### **CUSTOMERS AND CONTACTS**

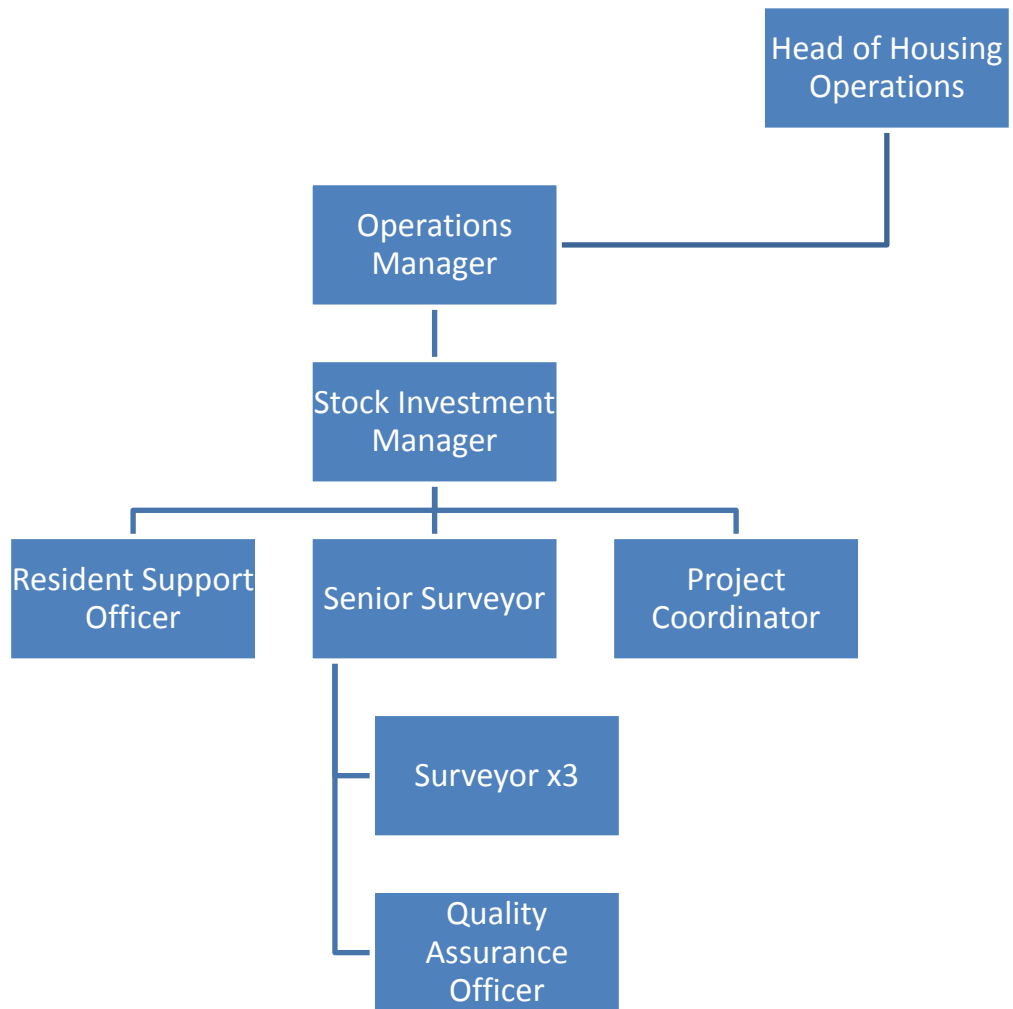
##### **INTERNAL**

- All staff and Members within the Council

##### **EXTERNAL**

- Tenants, leaseholders, tenant representative groups, contractors, suppliers, utility suppliers and other supporting agencies.

## SERVICE/TEAM STRUCTURE



## 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
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Higher level technical qualification (eg HND/C) in building surveying/ relevant subject or equivalent by experience	<b>A/C</b>	Educated to degree level in Building Surveying or other relevant technical field	<b>A/C</b>
	Proven track record of successfully managing building projects from inception to completion, including all aspects of contract administration	<b>A/I</b>	Experience of acting as a CDM Co-coordinator on Planned Works Projects	<b>A/I</b>
	Well developed IT skills including intermediate level knowledge of Microsoft Office	<b>A</b>	Experience of working within social housing	<b>A/I</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Working knowledge of forms of building contract including JCT Measured Term, Minor Works and Termed Partnering Agreements	<b>A/I</b>	Experience of contract procurement within public sector	<b>A/I</b>
	Knowledge and experience of building construction, repair, maintenance, refurbishment and improvement works	<b>A/I</b>	Awareness of planning legislation and its application within building work	<b>A/I</b>
	Knowledge and familiarity of managing health and safety within construction, especially CDM regulations, Asbestos and Lone Working	<b>A/I</b>	Awareness of Safeguarding	<b>A/I</b>
			Experience of budgetary management and financial control	<b>A/I</b>
	Experience of managing Section 20 leaseholder regulations	<b>A/I</b>	Knowledge of central governments Decent Homes objectives and criteria	<b>A/I</b>
	Ability to communicate clearly and effectively	<b>A/I</b>		

<b>COMMUNICATION</b>	ensuring that complex technical information is understood by a non technical audience			
	Ability to produce accurate and detailed written reports	<b>A/I</b>		
	Demonstrate effective contract administration, dealing with challenging situations and negotiate changes to improve service delivery	<b>A/I</b>		
	Accurate spoken English is essential for the post	<b>I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>I</b>		
<b>TEAM WORKING</b>	Ability to work collaboratively building relationships both internal and external stakeholders	<b>A/I</b>	Display strong influencing skills	<b>A/I</b>
<b>MANAGING SELF AND OTHERS</b>	Display the ability to manage oneself, to prioritise workloads in order to achieve personal and service level targets and objectives	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Ability to take personal responsibility and ownership for decisions, actions and consequences	<b>A/I</b>		
	Demonstrate the ability to learn from experiences in order to facilitate service improvement	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>		



	Full and valid driving licence use of a car during working hours	<b>A/I</b>		
	Ability to undertake building survey activities when required. Eg - accessing roof spaces or climbing ladders	<b>A/I</b>		

#### How assessed

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

For Official Use only			
<b>Job title:</b>	Planned Works Surveyor	<b>Post no:</b>	HF04 HF05
<b>Service:</b>	Housing Operations	<b>JE score:</b>	342
<b>Team:</b>	Property Service Team	<b>Pay band:</b>	6
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2</b>	
	Customer Service:	<b>3</b>	
	Team Working:	<b>2</b>	
	Managing Self and Others:	<b>2</b>	
	Can do approach/Results	<b>2</b>	
<b>REVIEWED BY:</b>	<b>Operations Manager</b>	<b>DATE:</b>	July 2019
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	July 2019
<b>LAST UPDATED:</b>	July 2019	<b>DATE:</b>	July 2019