

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing and Safer Communities **POSTHOLDER** NA

SECTION Repairs and Investment **GRADE** PO4

POST DESIGNATION (TITLE) Building Maintenance Surveyor

Purpose of Job:

To be responsible to the Contractor Manager for:

- i) Providing specialist technical support services. Working closely with various stakeholders, liaising with DLO, contractors, subcontractors and other consultants to deliver a wide range of repair services.
- ii) Working on a range of property types, carrying out intrusive surveys and specialist testing to enable accurate diagnosis of building defects and failures.
- iii) Providing professional, efficient and effective Building Surveying and Project Management for Repairs and Investment (R&I).
- iv) Working with others to help maintain Council properties to a high standard. Delivering repairs and capital works, considering health and safety, best value, best practice and sustainability.
- v) Demonstrating excellent communication skills at all levels.

Project manage contractors and suppliers to facilitate high levels of service delivery.

To manage customer satisfaction to high standards.

Main Duties:

- 1) Conduct property inspections for responsive repairs, managing a varied and challenging workload. Oversee and monitor complex works packages and ensure high standards of customer service.
- 2) Conduct in-depth surveys, utilising specialist equipment and project managing remedial works, including site visits and audit inspections to ensure that specifications and quality standards are observed.
- 3) Survey properties to identify structural damage and make recommendations for repairs. Obtain accurate and detailed information about necessary repairs and improvements to properties and undertake a range of surveys, having due regard for the priority need for the work and budgetary constraints.

- 4) Inspect buildings for insurance purposes and advise on relevant legal requirements.
- 5) Take account of landlord requirements on conservation and planning matters.
- 6) Ensure properties meet building regulations and landlord compliance expectations, including accessibility, fire and health and safety standards.
- 7) Deal with service enquiries from residents, contractors, consultants, other departments, external bodies and stakeholders and ensure appropriate information is forwarded to the relevant officer. Where necessary, record and closely monitor complaints and take action to ensure the service meets the Council's response criteria.
- 8) Collate information and create supporting documents for reports to be used to secure future budget approval, as required.
- 9) Support the Contractor Manager in maintaining and promoting effective relationships with internal and external clients as required. Receive feedback and views of the service provided concerning the contract specification and make the Contractor Manager aware of the areas for improvement.
- 10) Support the investigation of and response to complaints, analysing data and ensuring appropriate solutions are achieved.
- 11) Support the resolution of member enquiries, Freedom of Information (FOI) requests and other correspondence.
- 12) Be responsible for preparing and administering all aspects of quotation or tender documentation, including packaging, sending out and receiving tenders per the Council's standing orders and procedures.
- 13) Be responsible for recording and managing the receipt and issue of keys and FOBS, ordering keys where appropriate and assisting in providing property access.
- 14) Accurately input, interrogate, and update and monitor housing and asset management systems data. Assist in collating all relevant information the Home Ownership Team requires for Section 20 leasehold consultation.
- 15) Ensure high levels of satisfaction from residents through constructive and ongoing communication on work being undertaken in their homes.
- 16) Update and manage databases and spreadsheets and provide reports, assisting in compiling information such as annual statutory returns and investment plans.
- 17) Update stock condition survey data and keep the asset management system up to date with the information provided to validate works. Booking and recording survey results, if applicable, adding properties to future programs and updating the asset management system.
- 18) Support effective and timely administrative functions for contractor management.
- 19) Submit information for new properties to energy supplier companies and arrange for new meters if required to ensure electric and gas to properties.

- 20) Create crystal reports for outstanding works and monitor contractor spending monthly.
- 21) Continue to develop strong and constructive working relationships with key teams and stakeholders, including DRES, Finance, HOS and Tenancy members, to help manage and deliver successful outcomes.
- 22) Raise works and purchase orders for proposed work per the Council's financial and procurement policies and procedures. Provide the necessary support to manage Council services and track expenditures.
- 23) Utilise software packages such as Microsoft Office and prepare and send letters to residents regarding works to their homes or estates following local procedures and statutory and legal requirements.
- 24) Manage team commitments while avoiding scheduling conflicts.
- 25) Undertake necessary pre and post-inspection visits, liaising with residents and contractors to ensure effective programme delivery and convenient appointments for contractors to complete work.
- 26) Collate and submit project and programme invoices and payment certificates to accounts, dealing with any queries relating to payments on projects. Assist with invoice processing while ensuring work is completed to a high standard. Liaise with the payments team to ensure authorisation is received and processed.
- 27) Actively participate in identifying technical and customer-focused service delivery improvements and support other team members' training as required.
- 28) Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- 29) Providing advice and guidance and ensuring dissemination of best practice in relation to all aspects of construction services and implementation.
- 30) Liaise with colleagues, other Housing and Council departments to ensure effective procurement, design and delivery of investment projects.
- 31) Undertake site surveys, work inspections, work valuations and subsequent reporting. Supporting the Senior Surveyor DMC as required.
- 32) Assist in the production of planned and cyclical maintenance programmes for the borough as required. Carry out comprehensive surveys as required.
- 33) Lead or be a member of design teams consisting of engineers, surveyors, quantity surveyors, housing managers, staff from other directorates and consultants to procure, contract manage, budget manage and cost control projects.
- 34) Lead and project manage a full range of construction projects and services and provide advice and contract management from feasibility study to final account of works projects.
- 35) When leading a project, be accountable for, and control project expenditure, including authorising payments with the support of the Quantity Surveyor.

- 36) Ensure statutory approvals are in place for works packages, including planning submissions and facilitating discussions with the borough's Planning and Building Control department.
- 37) Inspect, report and monitor and ensure the appropriate quality standards and outcomes with respect to works and design are achieved on each project.
- 38) Ensure that designs and projects are in line with Government targets, e.g. Decent Homes, sustainability, carbon emissions.
- 39) To authorise payments to contractors within prescribed authority limits. To comply with audit recommendations, in order to implement new financial controls and procedures and safeguard the Council's assets.
- 40) To act as the Principal Designer as required to co-ordinate health and safety on all projects. Obtain support from the Health and Safety Manager. Ensure project and design risk management processes are implemented.
- 41) Provide technical advice and assistance to other sections of the directorate, senior managers, members and tenants and respond to enquiries from tenants, leaseholders, members of the public and Councillors.
- 42) Participate in technical seminars and training sessions in subject areas of contracting, estimating, cost management and control techniques, claims, contract law, health and safety, etc. to enhance performance and develop better understanding.
- 43) Assist on the implementation of ISO 9000 and other Quality Management Initiatives and generally ensure that programmes reflect all quality considerations.
- 44) Process and distribute responses for all FOI's and DPR's requests on behalf of Asset Management, according to legislative procedures.
- 45) Supervise, manage and prioritise the workload of the Complaints Admin Assistants ensuring all complaints including complex are dealt with to a high level of service and met within a timely manner.
- 46) Assist in providing information for monitoring purposes to Managers
- 47) Work closely with Managers/staff on complex complaints/enquiries/FOI's so a response is sent in a timely manner and to a high level of service.
- 48) Regularly review the effectiveness of information systems and processes identifying potential problem areas. Contribute and develop processes to improve the service and performance.
- 49) Organise and facilitate training for staff and managers including raising awareness of the complaints procedure.
- 50) Design, create and continually improve on systems to monitor and report on departmental compliance with Councils legislation, policies and procedures in regard to equalities.
- 51) Undertake any other work appropriate to the level and general nature of the posts duties, including assisting the Performance Monitoring and Development Manager in

undertaking ad hoc projects reviews as well as assessing, preparing and compiling data.

- 52) Carry out all duties with regard to the provisions of health and safety regulations, the Council's equal opportunities and customer care policies.
- 53) Carry out duties with due regard to the Council's customer care, equal opportunities, information governance, data protection/GDPR and health and safety policies and procedures.
- 54) Undertake any other duties commensurate with this post's general level of responsibility.
- 55) Perform all duties in line with Council's staff values, showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the Council.

Designation of the post to which the postholder normally reports to: Contractor Manager.

Person Specification

Job Title	Building Maintenance Surveyor
Grade	PO4
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via the application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Relevant technical (HNC or higher) qualification in Building, Surveying, Planning or a similar technical field or significant experience working in the construction industry. Previous experience of working in social housing.	E
Proficient in using ICT systems, including Microsoft products, housing management databases, etc.	E
High standard of competency in verbal and written communication, phone lines, face-to-face communication, and email and letters.	E
An understanding of and experience with applying the HHSRS & Decent Homes Legislation.	D
A working knowledge of Housing Legislation, particularly sections 9a, 10, and 11 of the Landlord and Tenant Act 1985 and section 4 Defected Premises Act 1972.	D
Knowledge of legal and regulatory requirements, health and safety, CDM, Asbestos at work, Party Wall Act, etc.	
Skills and Abilities	
Excellent organisation and time management skills. A	E
Ability to cope with a busy workload.	E
High level of accuracy and attention to detail.	D
Experience	
Experience in writing notes, letters and reports.	D
Experience working collaboratively and consulting with different teams to deliver excellent customer service.	E

Experience working with residents and a range of stakeholders, including local councillors, in a politicised environment.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E