

GREENWICH COUNCIL

JOB DESCRIPTION

DEPARTMENT	NEIGHBOURHOOD SERVICES	POSTHOLDER
SECTION	HOME OWNERSHIP SERVICES	GRADE
DESIGNATION	BUILDING SURVEYOR - RIGHT TO BUY	POST NO

Purpose of job

To be responsible to the Right to Buy & Administration Manager for undertaking the inspections and surveys of properties in relation to Home Ownership Service (HOS) functions.

To provide a high standard of customer service to HOS customers, dealing effectively and efficiently with a wide range of enquiries, disputes and complaints, including MPs and Members enquiries.

Main duties

1. To maximise HOS income by meeting personal and organisational performance targets; objectives and service levels. Work towards supporting Greenwich Council's corporate and performance standards including its vision and values.
2. To undertake an inspection of and carry out a measured survey on properties where a RTB1 (right to buy claim form) has been served on the Royal Borough.
3. To create drawings of the building and inner rooms based on the specifications obtained at inspections using Computer Aided Design (CAD) software, ensuring the plans meet the prescribed architectural standards.
4. To determine the condition of the building, identifying and analysing defects including proposals for repair.
5. To have a working knowledge of the legislation relevant to the role, plus procedures and policies relating to the service.

6. To ensure that HOS systems relating to properties and customers and any associated schemes are accurate at all times in accordance with guidelines, procedures and in line with financial regulations.
7. To attend customer participation events; working occasional evenings or weekends.
8. To assist with the administration of any applications or inspections in relation to HOS performance.
9. To undertake site visits, home visits or other outside meetings as required to fulfil the requirements of the post.
10. To work effectively with other Council departments and appropriate outside agencies as required and to be aware of statutory, corporate and HOS requirements and deadlines and the flexible working arrangements this may require.
11. To work in accordance with the HOS Quality Management System, the Customer Service Excellence framework and to utilise appropriate technology to ensure the effective and efficient processing of the role's workloads.
12. To carry out all duties with due regard to the provision of health & safety regulations and legislation; the equal opportunities and customer care policies; the New Technology Agreement, Data Protection Act and data security provisions.
13. To undertake any other duties consistent with the scope and functions of the post.

Designation of post to which Post holder normally reports:

RTB & ADMINISTRATOR MANAGER