

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Housing and Safer Communities** **POSTHOLDER**

SECTION **Repairs and Investment** **GRADE PO6**

POST DESIGNATION (TITLE) **Senior Building Surveyor**

Purpose of Job:

To be responsible to Principal Surveyor for:

- i) To be accountable for providing leadership and direction for the Building Surveying Team.
- ii) To lead on technical matters for R&I section and facilitate excellent and customer focused service to residents.
- iii) To take operational responsibility for managing empty homes, undertaking options appraisals, issuing works to contractors, ensuring urgent remedial works such as damp and disrepair claims are managed and resolved timely and efficiently.
- iv) To work closely with key stakeholders, including Residents Groups, Members and key partners and manage customer satisfaction to high standards.
- v) To deputise for the Principal Surveyor as required.

Manages up to 4 directly managed staff.

Manages up to 7 consultants and contractors.

Main Duties:

- 1) Responsible for the building surveying team's successful delivery of the Council's corporate objectives and the business objectives of the Repairs and Investment service.
- 2) Work flexibly with the Repairs and Investment Senior Management Team and across Housing and Safer Communities, to provide effective leadership and management that will contribute to the continuous improvement of the service and the directorate.

- 3) Liaise with colleagues in Repairs and Investment, other Housing and Council departments to ensure effective procurement and delivery of all Programmes.
- 4) Lead on ensuring the service delivers against the R&I business objectives, and achieves its Key Performance Indicators, and efficiency and productivity metrics.
- 5) Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capacity and capability.
- 6) Manage resources well, developing a clear understanding of the relationship between capital and HRA revenue resources and how they can be best deployed to maximise stock improvement whilst generating long term revenue savings.
- 7) Deliver services through contracted and direct provision that are productive, efficient and value for money, developing key metrics around productivity and efficiency.
- 8) Develop a culture of commercial awareness within the service, ensuring key metrics around productivity, efficiency and financial performance become embedded as part of day to day service management.
- 9) Lead on the preparation of specification and development of capital work programmes. Provide assistance and support for the preparation, control, monitoring and changes to the annual HRA Business Plan. Provide detailed estimates of proposed schemes for Capital Summit bids and annual plans and liaise with corporate colleagues in the preparation and monitoring of budgets
- 10) Work with the Head of Customer Experience and other R&I teams to improve resident experience of the service, looking at strategies and best practice across the sector and more broadly, to help drive positive customer sentiment and achieve high levels of customer satisfaction.
- 11) Work with the Head of Customer Experience to ensure excellent communication with residents and key stakeholders to promote the service and support high levels of awareness and good customer engagement.
- 12) Provide leadership, support and mentoring to develop the team, building a positive 'Can-Do' culture focussed on improving customer experience whilst achieving high levels of productivity and efficiency.
- 13) To ensure effective monitoring and cost control of all aspects of the capital and revenue programmes and ensure that overall viability of the programmes and projects are maintained in line with Council's financial procedures.
- 14) Prepare consultants briefs and tender documentation, select, appoint and manage consultants to ensure effective service delivery. Develop, manage, monitor and assess performance indicators for all contractors and consultants.
- 15) Ensure compliance with Council processes and procedures and ensure adherence to Council Standing Orders, statutory and other regulatory requirements.
- 16) Prepare reports and briefings for internal and external purposes, and represent the service at all levels, including attendance at Committees and Panels as required.

17) Lead on developing and maintaining a comprehensive suite of policies, processes and procedures that support efficient, productive and customer focussed delivery.

18) Monitor all existing, new or proposed legislation, statutory regulations and codes of practice pertaining to the service and its obligations, ensuring that all staff employed or engaged by the service and all contractors are kept informed of any actions or additional responsibilities that they may have to undertake.

19) Working efficiently in a demanding, fast paced, team orientated and changing environment and effectively adapting oneself whilst initiating, leading and supporting staff through change.

20) Liaise with external organisations and other local authorities in developing and sharing good practice initiatives such as cost benchmarking, supply chain consortia and efficiency savings.

21) Lead on carrying out stock condition survey, updating the system with the condition of key components and validating stock condition survey data.

22) Lead on procurement of planned and capital programme as applicable to public sector works and professional services contracts.

23) Carry out site visits to assess necessary works or ensure delivery of high quality work and high residents satisfaction.

24) Lead on monitoring risks and Health and Safety issues in relation to responsive repairs, planned and capital works programme

25) 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.

26) 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.

27) Undertake any other duties commensurate with the general level of responsibility of this post.

28) To 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 Post-Holder normally reports to: Principal Surveyor.

Person Specification

Job Title	Senior Building Surveyor
Grade	PO6
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
<ul style="list-style-type: none"> • Educated to degree level, professional qualification (RICS or CIOB) or equivalent relevant experience. <i>AF</i> 	E
<ul style="list-style-type: none"> • Strong knowledge and understanding of procurement legislation as applicable to public sector works and professional services contracts. <i>AF//</i> 	E
<ul style="list-style-type: none"> • Extensive knowledge of current and relevant legislation in relation to delivery of repair and maintenance services within a social housing environment. <i>AF//</i> 	E
<ul style="list-style-type: none"> • Management / Leadership / Development of a high performing team. <i>AF//</i> 	D
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to interpret plans, complex legislation, regulations and legal documents in relation to construction and building maintenance. <i>AF//</i> 	E
<ul style="list-style-type: none"> • Strong analytical skills with the ability to assess and evaluate a range of options and produce planned works programme and specifications. <i>AF//</i> 	D
<ul style="list-style-type: none"> • Excellent verbal and written communication skills, including the capacity to represent the authority externally, to write reports and to communicate with a variety of audiences. <i>AF//</i> 	D
Experience	
<ul style="list-style-type: none"> • Experience of operational management of professional and technical teams to deliver planned and capital works programme in a pressurized environment. <i>AF//</i> 	D
<ul style="list-style-type: none"> • Experience of monitoring risks and Health and Safety in relation to responsive repairs, planned and capital works programme. <i>AF//</i> 	E
<ul style="list-style-type: none"> • Experience of working collaboratively and in consultation with 	

different department to develop and deliver service improvements and improve communication. AF/I	D
• Experience of working with residents and a range of stakeholders including local councillors in a politicised environment. AF	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. AF/I	E