



Job Title: Repairs Surveyor	Role Profile Number: CH3699
Grade: N	Date Prepared: 28 November 2013
Directorate/Group: Property Maintenance	Reporting to: Building Repairs Manager
Structure Chart attached:	No

Job Purpose

To work in conjunction with other surveying resources to deliver the required technical solutions to both our Housing and when required corporate buildings stock of over 14000 assets. To maintain deliver standards in line with agreed policies and budgets and to ensure that a high quality customer focused service is provided to tenants and leaseholders.

Key Accountabilities

- To lead on the process to diagnose building repair solutions for SBC assets and support the repairs trades and contractors in delivering all technical solutions.
- Participate in identifying strategies and programmes of work for inclusion in annual revenue repairs and maintenance budgets and financial forecasts including consulting with tenants and leaseholders about programmes of work.
- Participate in developing new initiatives and concepts and produce detailed solutions for repairs and maintenance programmes.
- Actively participate in the administration and supervision of repairs and maintenance works including ensuring that contract conditions, specifications for materials and workmanship and health and safety plans are complied with.
- Monitor revenue budgets and control expenditure strictly in accordance with levels of delegated authority and the Council's Financial Regulations including preparing estimates, valuing work in progress, negotiating prices for variations, producing final accounts and Negotiating and resolving any contractual claims.

- Surveying, diagnosis repairs and maintenance technical solutions and give recommendations about any remedial works and action to be carried out on domestic dwellings including section 105 works with respect to structural stability and safety.
- Answering of any correspondence with respect to repairs and maintenance complaints and enquires about service delivery relating to the Council's housing stock from:
Tenants and leaseholders
Tenants representatives
Members of Parliament
Members of the Council etc.
- Attend Council tenancy and public meetings including preparing any necessary reports, giving verbal advice and recommendations with respect to technical policy matters.
- Provide evidence to the Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council.
- Monitor and report on the performance of delivering Property repairs building services in line with published standards.
- Manage the availability of appointment slots and the correct and effective delivery of the out of hour's service.
- Analyse and report on building services and assist in the development of the Decent Homes and capital repairs and maintenance programmes of work

Supplementary Accountabilities

- Promote customer care, equality and diversity best practice.
- Assist with interviews, appointments process and evaluation of performance
- Attend information events and meetings outside normal office working hours and at weekends as and when required.
- Chair meetings and represent the Area repairs manager as and when required.
- Deputise for other property surveyors to ensure essential service delivery cover is maintained
- Participate in continuous professional development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.

- Undertake any other duties that can be accommodated within the grading level of the post. Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience in surveying a wide range of housing buildings.
- Experience of handling repairs via direct labour and contractors.
- Experience of managing budgets.
- Detailed knowledge of construction related health and safety regulations.
- Knowledge of planning and building regulation regulations and other related codes
- Knowledge of building contract law.
- Detailed knowledge of domestic building construction and defects.

Qualifications

- Craft apprenticed in construction or equivalent
- Five years minimum experience in diagnosing domestic repairs.
- Current driving licence

Decision Making

- Diagnosing and recommending repair solutions
- Deciding on most cost effective repair to be carried out
- Approving expenditure on Repairs delivery.
- Initiating corrective action for poor performance by contractors and staff.

Creativity and Innovation

- Identifying and introducing service improvements.
- Flexibility in delivering the repairs building requirements.
- Producing communication presentations and articles.

<u>Job Scope</u>	Budget Holder	Yes
Number and types of jobs managed	Responsibility up to £1m	.Yes
Typical tasks supervised/allocated to others	Asset Responsibility:	Council owned property
<ul style="list-style-type: none"> • Technical support and administration. 		

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Maintaining good relations with tenants / leaseholders and users of Council owned property.
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament
- Producing policies, standard letters, written reports, presentations and form templates

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	