



Role Profile

Job Title: Voids Surveyor	Role Profile Number: SBC_11011
Level: 7	Date Prepared:
Directorate/Group: Adults, Housing and community Health	Reporting to: Voids Repairs Manager
Structure Chart attached:	No

Job Purpose

Undertake full surveys on the Council's empty and tenanted properties to assess their condition. Order any works to be undertaken and monitor their progress. Have a flexible and pro-active approach to the voids process.

Key Accountabilities

- Role Purpose:
- Assist in managing Council Empty Homes, ensuring that the work is carried out to a high quality, represents excellent value for money and achieves a high level of customer satisfaction
- Make arrangements with our tenants to carry out pre Void, Pre Transfer surveys
- Undertake surveys on properties and identify the most appropriate and effective solution
- Survey and specify all repair works related to insurance damage (fire, vandalism and natural disaster etc) and comply with agreed procedures.
- Raise works orders and any necessary variation orders that are accurate and timely
- Liaise with contractors to ensure the specified works are clearly communicated and that they are in possession of all necessary information concerning health and safety
- Provide risk assessments on health and safety hazards for contractors and any other visiting staff before work commences
- Ensure all works are carried out in accordance with the latest health and safety regulations and particularly the Construction, Design and Management and Control of Asbestos at Work regulations
- Monitor the carrying out of works and the precautions taken by contractors to protect health and safety and ensure that any issues are raised and resolved as appropriate
- Liaise with the capital repairs and maintenance team regarding the referral of planned works
- Assist in the satisfactory resolution of any complaints or legal claims of disrepair received.

- Identify any costs that should be recharged to the tenant or leaseholder including provision of evidence
- Assess and survey properties for potential purchase
- Attend and support in contract meetings
- Identify fire risk assessment works where required
- Survey and scope adaptation works
- Assist in ensuring expenditure is managed within approved budgets
- Assist in preparing estimates for works, valuing work in progress, negotiating prices for variations and negotiating and resolving contractual claims
- Respond to any queries or correspondence with respect to complaints and enquiries about service delivery
- Assist in providing evidence to the Health and Safety Executive, Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council.
- Assist in ensuring computer records are updated to assist with business planning
- Assist in ensuring services are efficient, continually improving and responsive to customers' changing needs
- Provide cover for other empty home surveyors as required
- Undertake any other duties that can be accommodated within the grading level of the post

Supplementary Accountabilities

- Liaise with service users as required including attending meetings
- Attend meetings with tenants, leaseholders and building users as requested and provide advice as necessary
- Work to agreed performance targets to ensure efficient and effective working practices
- Supervise and provide training/induction to new staff, work placements or agency staff.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- Promote equality and diversity best practice in all areas of work
- Ensure any identified personal training needs are discussed with your line manager including being appraised in accordance with the Council's development and appraisal scheme.
- Work in accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 including taking 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.
- Work in accordance with training or instructions given, making proper use of any personal protective equipment provided and informing your manager of any hazardous situations or risks of which you are aware. Ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Participate in continuous professional development

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:

- Some experience supervising construction projects/ sites
- Detailed knowledge of tenancy, housing repairs and construction legislation
- Extensive leadership skills
- Knowledge of all building trades
- Understanding of the legal framework relating to disrepair
- Understanding of how to work effectively with non-technical staff, tenants, leaseholders and building users and delivering a customer focused service including providing for diverse needs
- Experience of using computer applications including Microsoft Word and Excel.
- Knowledge of construction health and safety legislation including the Construction Design and Management regulations
- Knowledge of planning and building regulations
- Knowledge of other relevant legislation and good practice.

Qualifications

- Higher National Certificate or equivalent in Construction or Building Studies
- Current driving licence

Decision Making

- Shows creativity in using resources to deliver an effective service
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems
- Has proven results obtained through team work and individual effort

Creativity and Innovation

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

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None 	<p>Budget Holder</p> <p>Responsibility up to 1m</p> <p>Asset Responsibility:</p>	
--	---	--

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 and leaseholders 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

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
- Ability to make site visits to inspect building premises throughout the Borough