

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Senior Surveyor	<b>Grade:</b>	GG511	<b>Job Code:</b>	LCC
<b>Service/Team:</b>	RMS	<b>Role Type:</b> *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	<b>Reports to:</b> *Title & LCC Code	RMS Manager
<b>Line Managers:</b> *Title/s & LCC Code	Surveying team – currently 2 surveyors but may also include seconded or interim staff depending on the volume of work. Will work collaboratively with the Voids Manager to ensure there are resources available to inspect vacant properties when required.				

Job Overview
<p><b>Overview</b></p> <ul style="list-style-type: none"> <li>Responsible for ensuring all technical inspections to Council Housing Stock (including estates, commercial property, garages, communal areas etc) Stock Condition Surveys, EPCs and surveys of proposed stock acquisitions are undertaken within Council Housing target times &amp; legally prescribed timescales and kept up to date. Ensuring the cause of defects is correctly identified, remedial works are specified and allocated to either RMS, competent sub-contractors/specialists or Consultants. As the Senior Surveyor you will be required to complete reports for senior management highlighting issues / risks, outcomes, areas for improvement, priorities for funding.</li> <li>Responsible for ensuring all inspections and record keeping/tracking in relation to damp/mould (and any other HHSRS hazard) are undertaken within prescribed timescales as detailed under Awaab's Law.</li> <li>To implement a post inspection regime of completed works by RMS and external contractors ensuring high tenant satisfaction with completed works, quality standard and overall compliance with the Regulatory Safety &amp; Quality Standard.</li> <li>To support the Council Housing Management Service with estate inspections actively participating in estate walk-about.</li> <li>The post holder will deliver a Customer 'first' approach and work collaboratively across the Council Housing service.</li> </ul>
Direct Responsibilities
<ul style="list-style-type: none"> <li>To ensure the Surveying Team/undertakes a range of technical inspections for responsive and void repairs, mutual exchanges including responding to incidents relating to storm/fire/flood damage, rechargeable repair works, insurance works and structural damage.</li> <li>To ensure the Surveying Team are fully trained to source suitably qualified sub-contractors and consultants from the Councils approved list ensuring compliance with Financial Regulations, audit requirements and Procurement policy.</li> <li>To ensure all works issued to sub-contractors are undertaken within prescribed timescales and tenants are provided with dates/times when works will commence</li> <li>To ensure all procurement activity is recorded/evidenced and final invoiced costs are correlated with original estimates.</li> <li>To ensure the Surveying Team correctly use the Schedule of Rates to accurately specify repair requirements and all instructions to external contractors and consultants are clearly identified,</li> </ul>

## **Lancaster City Council - Job Description & Person Specification**

including undertaking of measurement and quantity of materials required to enable the completion to the prescribed standard.

- To ensure all requests for information relating to reports of alleged disrepair, including the provision of historical records/evidence are sourced to defend allegations of disrepair. Further, to issue instructions in liaison with the Council Legal Services Team to ensure all prescribed works specified in Scott Schedules are undertaken/post inspected. When required to provide witness statements and attend Court hearings.
- To ensure the Surveying Team identify works that are the responsibility of the tenant, outgoing tenant or members of the household due to wilful damage which should be rechargeable.
- To ensure the Surveying Team identify/propose schemes of work based on repair trends for inclusion in future planned maintenance programmes of work.
- To ensure the Surveying Team check future planned maintenance programmes prior to ordering ad-hoc component replacement works
- To check and authorise invoices submitted for completed works
- To attend office and site progress meetings when required to resolve issues and work collaboratively with colleagues throughout the Council. This includes working with the Tenant Voice/Repairs Steering Group and individual tenants.
- To ensure the Surveying Team undertake inspections in relation to tenant improvement requests – providing advice/guidance to support the decision-making process and all records of decisions are recorded.
- To ensure the Surveying team liaise with owner occupiers where properties adjoin Council housing stock (Party Wall Act) ensuring communication of proposed works and impact is discussed.
- To ensure EPC's are completed on relevant properties and ensure information is cascaded and discussed with the Asset Manager / Major Works Manager
- To ensure the Survey Team provide evidence in support of service charge/leaseholder enquires
- To be familiar with and understand processes relating to Building Control, planning permissions and listed building consent.
- To ensure the Surveying Team attend when required at Estate Walkabouts and actively participate
- To be flexible according to volumes of work supporting the work of the Surveying Team other colleagues within RMS undertaking void property inspections, stock condition surveys and inspections
- To manage the Surveying Team diaries for the purpose of making inspection appointments and updating the relevant modules within One Housing for all repairs related activity.
- To arrange sample testing/subsequent removal where Asbestos Containing Materials (ACMs) are suspected to be present, ensuring the Councils asbestos register is updated accordingly.
- To ensure all activity relating to damp/mould (and any other HHSRS) is responded to and captured on a tracker/One Housing
- To respond to all formal complaints and service requests for own area of work
- To ensure all relevant KPIs and requests for budget/performance information is provided when required
- To ensure the Surveying Team validate existing stock condition data and undertake ongoing surveys to maintain up to date knowledge of stock capturing all relevant details in liaison with the Asset Manager.
- To ensure the Surveying Team work collaboratively with the Councils Customer Service Team. This includes providing timely/accurate information/communication to tenants relating to the progress of their repair request.

## Lancaster City Council - Job Description & Person Specification

<b>Primary Measurable Objectives</b>
<ul style="list-style-type: none"> <li>• To ensure accurate diagnosis of repair works supporting a Right First Time approach allocating the correct timescale/priority for undertaking remedial works</li> <li>• To manage and undertake a post inspection regime of completed works to ensure consistent high standards and tenant satisfaction.</li> <li>• To investigate, resolve and respond to all complaints/service requests from tenants or on behalf of elected members/MPs.</li> <li>• To undertake regular estate “walk-about” with Housing Management colleagues for the purposes of identifying improvements for the locality.</li> <li>• To ensure budget provision is checked prior to ordering works and VFM is obtained</li> <li>• To ensure all inspections to void properties, reports of damp/mould, stock condition surveys, EPCs and repair inspections are undertaken within prescribed timescales and overall performance is monitored and reported.</li> <li>• To provide leadership and direction to all team members. Leading by example, being accountable and taking ownership/responsibility to ensure overall service resilience, working collaboratively with other RMS Managers.</li> </ul>
<b>Staff Management Responsibilities</b>
<p>2 x Surveyors, and when applicable seconded or interim staff</p> <p>To ensure team members have the required skills, training and knowledge to undertake relevant inspections of Council Housing properties.</p>

## Lancaster City Council - Job Description & Person Specification

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• IOSH – Managing Safely</li> <li>• HNC – Building Studies</li> <li>• DEA – RdSAP qualification</li> <li>• Committed to continuous professional development and willing to undertake training as required by the organisation / regulatory body</li> </ul>	<ul style="list-style-type: none"> <li>• CIH qualification (desirable) or commitment to work towards</li> </ul>	App Form, Interview, Certificate
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Good technical knowledge and understanding of building construction and maintenance issues</li> <li>• Line management experience</li> <li>• Computer literate</li> </ul>		App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Awareness and understanding of</li> </ul>		App Form, Interview

### Lancaster City Council - Job Description & Person Specification

	the HHSRS & Awaab's Law		
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> <li>• To be customer focussed</li> <li>• Strong interpersonal skills</li> <li>• The ability to work well under pressure</li> </ul>		App Form, Interview
<b>Special Requirements/Other</b>			App Form, Interview

## Lancaster City Council - Job Description & Person Specification

### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	