

Job Description

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| Job title | HRA Planned Works Surveyor |
| Directorate | PLACE : Regeneration, Culture and Environment |
| Division | HRA Property Services |
| Range | MPR 5 |
| Reports to | HRA Capital Works Project Manager |

Main purpose of the job:

The main purpose of this role is to ensure that planned works undertaken to HRA properties meet the HRA's quality standard and that planned works are of an acceptable quality, are completed within the contractual timescales and on budget.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- To assist the Property Services management team with ensuring that the circa 3000 homes owned by the Council are being maintained as per the required specifications, as per the required regulations and to an acceptable standard.
- To monitor, report and document the quality of work being completed on decent homes planned works programmes.
- To assist with the assessment of properties being acquired by the HRA Development team and put together specifications to bring them up to a decent and lettable standard.
- To utilise ICT equipment, software and systems in order to produce project quality reports.
- Undertake ad-hoc quality inspections on major planned work projects and ensuring that H&S standards are being met. Undertake HHSRS assessment during site visits.
- Diagnosing defects (including remedying damp and mould & HHSRS) where identified to ensure they are quickly dealt with by the appropriate team.
- To assist with signing off repairs, voids and any other property services related functions as and when required.
- To work closely with contractors and monitor the quality and quantity of work undertaken, always ensuring contract compliance (including a range of specialist contracts). To utilise specialist computer software to comprehensively administer works' orders.

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- To approve variation orders and issue CIA's on planned works programmes.
- Collate, scrutinise, and validate contractor applications of payments ready for the HRA Property Services Operations Manager, HRA Development Manager and/or HRA Capital Works Project Manager to approve.
- To issue variation orders to contractors and to document and administer accordingly.
- Assist, as necessary, with the preparation, in consultation with budget managers, the monthly monitoring returns for Capital, Planned and Revenue budgets ensuring these are recorded accurately and liaise with the Managers to achieve this.
- Assist with maintaining the HRA's asset management systems, ensure they are regularly updated with reliable and appropriate sign off and completion information.
- To assist with compiling, validating and scrutinising KPI's and contractor progress reports
- To attend and Property Services client-side team meetings as and when required.
- To attend development and planned work progress meetings as and when required.
- To assist with addressing poor quality with contractors, and report any quality issues to the Development and Contracts Managers accordingly.
- To assist with signing off voids as and when required.
- Assist the Development Manager with managing defects for acquisition projects.
- To assist the Property Services Management team with any complaints or dis-repair claims as and when required.
- To compile and document all snagging, sign off documents and certificates, and to ensure they are saved and uploaded to the necessary systems.
- To provide technical cover across Property Services.
- Promote the continuous development of service quality, customer focus and operational efficiency by seeking and identifying ways of improving working practices and procedures with partners.
- To carry out any other duties and responsibilities that can reasonably be expected, given the title, grading and level of responsibilities of this post.
- To Organise and run own diary booking appointments with contractors as required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the HRA Capital Works Project Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A Building Surveying related qualification

Completion of HRA Mandatory training course as detailed on the HRA Training Matrix

Level B (in addition to level A criteria)

HNC in Building Studies or equivalent construction related qualification

Level C (in addition to levels A and B)

RICS, CIOB or CIH accreditation/professional body membership

Knowledge

Level A

Knowledge of building maintenance and practical repair issues gained within a Social Housing Environment.

Knowledge of how a planned works project runs from start to finish.

Ability to triage service requests received based upon information supplied.

Level B (in addition to level A criteria)

Knowledge on HHSRS and decent homes standard

An understanding of developing innovative solutions.

Knowledge of contractors H&S requirements.

Level C (in addition to levels A and B)

Knowledge on landlords compliance requirements/responsibilities

Comprehensive understanding of property maintenance within the social housing sector

Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC...etc).

A comprehensive Knowledge of landlords' compliance responsibilities and working with contractors delivering these services

Able to demonstrate technical knowledge relating to all areas of social housing maintenance

Experience

Level A

Experience of working in partnership with Repairs and Maintenance contractors

A minimum of 3 years' experience working with in a social housing property services environment.

Experience of working within a Social Housing Environment.

Demonstrable experience of applying value for money principles and practices.

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Demonstratable experience of hitting tight deadlines

Demonstrable experience of effectively managing a diverse workload

Demonstratable experience of communicating effectively with social housing residents

Level B (in addition to level A criteria)

4-7 years' experience working with in a social housing property services environment

Experience in setting PI and ensuring contract is meeting objectives set

Extensive demonstrable experience of managing contractors and reviewing the quality of their work

Demonstrable experience of driving service improvements across key front line customer services, ideally within a social housing field

Level C (in addition to levels A and B)

Experience of managing budgets and accurately forecasting expenditure.

8+ years' experience working with in a social housing property services environment

Demonstrate an understanding of budgets and Council's computer-based finance systems (or similar).

Ability to communicate effectively through a range of methods including, performance reports using numerical data, and briefing papers

Demonstrable experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary

Skills

Level A

Proficient in the use of Microsoft Officer applications

Full driving valid license for use in the UK and access to own transport for work purposes

Demonstrable ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.

Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working

Demonstrates the ability to spend all or most of the working day spent on site and good time/diary management

Level B (in addition to level A criteria)

Demonstrable ability to use highly developed communication, negotiation, consultation and influencing

Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions

Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary

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Level C (in addition to levels A and B)

Demonstrable experience of providing general information, advice and guidance on internal procedures relating to planned work.

Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way.

Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way.

Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies