

Lancaster City Council - Job Description & Person Specification

Job Title:	Surveyor	Grade:	GG9	Job Code:	LCC
Service/Team:	RMS	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	Senior Surveyor
Line Manages: *Title/s & LCC Code	N/A				

Job Overview
<p>Overview</p> <ul style="list-style-type: none"> Responsible for undertaking a broad range of technical inspections to Council housing stock helping to understand the condition and energy efficiency of our homes and identifying the cause of defects and remedial works required to rectify ensuring tenants receive a consistent high-quality service. To undertake post inspections of completed works (by the In-House team RMS, and external contractors) ensuring high quality standard of completed works, tenant satisfaction and VFM is achieved. The post holder will deliver a Customer 'first' approach and work collaboratively across the Council Housing service.
Direct Responsibilities
<ul style="list-style-type: none"> To undertake a range of technical inspections for responsive repairs (and when required) void repairs, also including incidents relating to storm/fire/flood damage, rechargeable repair works, insurance works, structural damage and mutual exchanges To undertake stock condition surveys and EPCs of our homes To support the overall outcomes of the Annual Service Delivery Plan To support the transition of the responsive repairs service to planned service delivery To source suitably qualified contractors and consultants from the Councils approved list ensuring full compliance with Financial Regulations and Procurement policy. To ensure prior approval is obtained to appoint a sub-contractor based on budget availability and future programmes of work To record all requests for estimates/quotations from external sub-contractors, suppliers, consultants and ensure actual costs upon completion are captured for budget monitoring purposes To specify/scope repair requirements using the Schedule of Rates (SORs) and issue written/verbal instructions to RMS, external contractors and consultants including undertaking of measurement and quantity of materials required to enable the completion to the prescribed standard. To undertake inspections and collate historical records/evidence to defend allegations of disrepair, and when required provide witness statements.

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- To identify works that are the responsibility of the tenant or members of the household due to wilful damage which should be rechargeable.
- To identify schemes of work based on repair trends for inclusion in future planned programmes of work.
- To check future planned maintenance programmes prior to ordering ad-hoc component replacement works
- To process and authorise invoices within financial limits submitted for completed works
- To attend monthly/bi-annual “estate walk-about” with Neighbourhood Housing Management staff
- To attend to all appointed inspections relating to damp/mould within prescribed timescales and provide a written report to the tenant following the outcome of the inspection.
- To be fully aware of relevant R & M policies including the Repairs & Maintenance Policy & the Damp & Mould policy.
- To be able to use and understand all relevant methodologies to capture/monitor reports of damp/mould (eg damp meters/carbide tests)
- To attend all inspections relating to any report of a hazard under the HHSRS within prescribed timescales
- To undertake ad-hoc stock condition surveys – capturing data and uploading to the stock condition data-base/asset module (training will be provided)
- To undertake periodic validation checks on previously completed stock condition surveys
- To attend office and site progress meetings when required to resolve issues and work collaboratively with other RMS colleagues
- To work collaboratively with the Customer Services Team to support a Right First Time approach for the diagnosis of initial repair requests
- To undertake inspections in relation to tenant improvement requests – providing advice/guidance to support the decision making process, and to maintain accurate records of the outcome of visits.
- To liaise with owner occupiers where properties adjoin Council housing stock (Party Wall Act) ensuring communication of proposed works and impact is discussed and apportionment of costs (eg shared boundaries) are agreed where applicable.
- To 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 be flexible according to volumes of work supporting other colleagues within RMS undertaking void property inspections, mutual exchange visits and supporting the resolution of complaints/service requests
- To manage own diary for the purpose of making inspection appointments and inputting details of requirements on the Councils IT repairs system and Customer Services are aware of availability for appointing inspection visits.
- To ensure the outcome of all visits are captured and recorded in particular where no work is required or access can not be gained
- 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 any works issued to external contractors is managed to ensure the tenant is fully aware when works will take place (within the prescribed target time) and who will be undertaking works.

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- To be responsible in conjunction with the Senior Surveyor for managing the performance of works issued to sub-contractors and escalate issues where performance is impacting on overall service delivery
- To escalate complex repairs issues (eg subsidence) requiring structural surveys to the Senior Surveyor for further action.

Primary Measurable Objectives

- To ensure accurate diagnosis of repair works using the SORs supporting a Right First Time approach allocating the correct timescale/priority for undertaking remedial works
- To undertake post inspections of completed works undertaken by RMS & sub-contractors to ensure a consistent high standard of completed works.
- To support the Surveying Manager/Repairs and Maintenance Services Manager investigating and resolving complaints direct from tenants or on behalf of elected members.
- To undertake monthly/bi-annual estate “estate walk-about” with Housing Management colleagues for the purposes of identifying improvements for the locality.
- To ensure budget provision is checked prior to ordering works and VFM is obtained

Staff Management Responsibilities

Not Applicable

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> • IOSH – Managing Safely • HNC – Building Studies • Building trade/construction industry background – NVQ Level 3 • Committed to continuous professional development and willing to undertake training as required by the organisation / regulatory body 		App Form, Interview, Certificate
Experience			App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Specialised knowledge:</p> <ul style="list-style-type: none"> • Awareness and understanding of the HHSRS & Awaab’s Law • Diagnostic skills – in particular damp/mould <p>Functional knowledge:</p>		App Form, Interview

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	<ul style="list-style-type: none"> • Good technical knowledge and understanding of building construction and maintenance issues • Contract Management skills • Accurate and timely record keeping • Use of various corporate IT systems – Financials, OHMS, Total, One Housing and Microsoft Office (Excel, Word) 		
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<ul style="list-style-type: none"> • To be customer focussed • Strong interpersonal skills • The ability to work well under pressure 		App Form, Interview
<p>Special Requirements/Other</p>			App Form, Interview

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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.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	