

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Assets and Repairs

JOB TITLE: **Surveyor Contract**

ROLE PROFILE

Job Title:	Surveyor Contract
Directorate:	Housing
Division:	Assets Repairs
Grade:	Grade 12
Hours (per week):	36
Reports to:	Project Manager
Responsible for:	No direct line management Some technical and professional supervision of lower level-officers and external contractor-partner.
Role Purpose and Role Dimensions:	<p>To manage a series of construction projects in the housing stock investment programme Use contract management and supervision skills to manage and supervise external contractor-partners deliver annual programmes of work to pre-set budgets.</p> <ul style="list-style-type: none">· Support activities of large contracts, mobilisation of contractors and supervision of contractors, to deliver programmes of work.· Undertake project appraisals for refurbishment, renovation, conversion and extension.· Carry out resident and stakeholder consultation.· Provide expert construction advisory service (in-line with policy) to the team and wider department. Contract surveyors will work within a matrix management arrangement and as part of multi-disciplinary contract teams. These teams could be cross departmental as well as involve external agencies. In addition to the above:· To lead on allocated surveying projects. <p>· Responsible for the delivery of a programme of works. · To ensure the programme meets the required standards of quality; contracted performance and value for money are provided and maintained. · Make decisions as to remedial actions needed along with understanding the consequences of actions and the importance of decisions, taking full account of the needs of tenants and leaseholders. · Lead and direct specific contract teams undertaking a range of ad hoc projects. · Research latest trends in products, components and materials and latest construction techniques. · Keep abreast of; changes in</p>

legislation, regulation, and code of practice; development of solutions to housing need; policy development; implementation of plans and strategies; funding bids and cost and benefit analysis. · Leading on innovative high value/ specialist projects/ programmes such as digital services; estate regeneration schemes; environmental sustainability programmes and new projects arising from government initiatives/ directives.

Career progression:

Officers will take on the full range of project work which will include leading on projects and undertaking complex projects, and providing direction to level 1 project staff, as well as, depending on the team's workload, undertaking the more straightforward projects.

The officer should be more autonomous in their role leading on a diverse range of complex contract activities. The officer will have gained a relevant construction industry

Commitment to Diversity: qualification or be able to demonstrate the appropriate level of equivalent experience. The officer will offer expert opinion within the department as well as directly to specific project teams and provide support/supervision to level 1 officers. The post holder will be responsible for their own personal performance and project team performance against project objectives. The officer will demonstrate expert practise in contract management processes and procedures, along with the ability to assess and manage related budgets and set budget tolerances, and to deal with contentious complaints and complex matters. The officer will have progressed to develop and deliver related project publicity, consultation and high-level documentation for the public, colleagues, members and external agencies.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Residents (tenants and leaseholders) · Partners and Contractors/ service providers · External consultants · External legal providers · Members and councillors · Other government agencies

Key Internal Contacts:

Senior managers, heads of service and staff from across the department and, in particular, staff in the responsive repair and service charges sections · Managers and staff in other departments and sections e.g. equalities, finance, IT, legal and HR · Corporate assets and facilities management teams · Managers and staff in the development and environment

department, in particular planning and building control, and regeneration officers · Press and publicity · Managers and staff in the strategy; commissioning, procurement and performance division

Financial Dimensions:

Assist with the active financial management of contracts · Liaise with contract surveying team so that comprehensive financial information is made available to provide the evidence base for all commissioning decisions · Ensure budget costs are monitored for value for money and for accurate expenditure monitoring and reporting · Ensure that the specification and contract conditions are fulfilled · An awareness of the financial impact of projects and commissioning activities in relation to life cycle In addition to the above · Support and advise level 1 officers in ensuring high standards of financial control are undertaken · Demonstrate sound financial management and commitment to good governance · Set budget tolerances in agreement with budget review teams, seeking budget approval for changes as and when necessary · Controlling expenditure of the allocated budget and ensuring compliance with the Council's financial regulations · Work with colleagues in compliance team, responsive repairs, planning and building control to scope out and deliver outcomes for successful funding applications · Undertake financial analysis including value for money assessments and comprehensive benefits analysis including financial benefits before and after project completion · Manage project budgets derived from capital budgets, other internal resources and external grants · Authorise variations and payments within Council time scales; investigate, resolve and report any discrepancies · Identify scope, cost and make case for additional resources as required to effectively deliver projects

Key Areas for Decision Making:

Be aware of the safeguarding policy and report any possible cases to the appropriate council officers · Implement and maintain a document control regime · Responsible for high level project reporting and communicating risk/issues to project lead as necessary · Contribute to the decision making for future programmes through research of products, materials and innovative build techniques currently used in the construction field. · Develop processes to take forward in existing and new projects · Day-to-day management, direction and control of internal and external project teams, financial and technical resources · Responsible for making decisions and signing off contract variations which impact on project or contingency budget · Responsible for high level project reporting and communicating risk/issues to project boards and sponsors as necessary.

Other Considerations:

Will carry out work within the general guidelines of internal and

professional working standards, making technical and contractual decisions to resolve local problems.

This post involves site visits · This post involves the occasional evening working · This post involves emergency cover as necessary · The Council operates a hot desk policy

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Support stakeholders within specific project team for the benefit of the department/division.

Key Elements:

Manage projects using a range of tools and techniques · Prepare, review and update a range of scheme documents, including design of project plans/solutions, project initiation/mobilisation documents, prepare budget costs and carry out technical inspections and make reports · Develop detailed technical specifications for building works and update building schedules of rates

When necessary carry out the

function of principal designer and take on the responsibilities as required under the Construction (Design and Management) Regulations for appropriate building works · Address related matters of concern to the Council's tenants and leaseholders · Provide any technical service within the Homes and Schools Construction Programme Teams which may be required

In addition to the above: · Manage projects/schemes using a range of tools and techniques including · Lead-out and direct specific projects/schemes from commissioning to completion of works · Set up, lead and manage relationships between stakeholders including internal partners, contractors and consultants · Prepare written documentation to a high standard, including complex reports and other documentation with minimal supervision · Develop plans for post-project benefit reviews and delivery · Ensuring that the capital deliver objectives are met as part of project development and delivery · Evaluate findings to measure outcomes and achieve better quality delivery and ensure lessons are learned for future projects/schemes or policy development

Contract Operation

This will involve:

This will involve: · Responsible for ensuring a cost effective and professional building surveying service personally and through the work of colleagues and contractors · Deliver programmes/projects and schemes within the tendered price, achieving the required financial targets, and ensuring that the specification and contract

conditions are fulfilled, preparing designs and specifications as required ·

This will involve: · Responsible for ensuring a cost effective and professional building surveying service personally and through the work of colleagues and contractors · Deliver programmes/projects and schemes within the tendered price, achieving the required financial targets, and ensuring that the specification and contract conditions are fulfilled, preparing designs and specifications as required · Exercise financial control over relevant budgets, and

achieve value for money, and ensure that the specification and contract conditions are fulfilled · Carry out planned and ad hoc visits to resident's dwellings, estates and contractor's premises to ensure that quality of service delivery is maintained

In addition to the above: · Instigate, chair and minute monthly progress and monitoring meetings with contractors and partners on allocated projects · To be accountable for health and safety responsibilities as defined within the Department and Division codes of practice and Government legislation such as the H & S at Work Act 1974 and to provide cover for line manager on surveying matters as necessary · Ensure that works are carried out in a safe manner by using safety goals, assessing method statements and ensuring contractors carry out risk assessments and use safe working practices · When necessary survey properties to determine the extent of work required and the development of written briefs in

accordance with latest procedures, taking full account of the needs of tenants and leaseholders · Undertake technical inspections and feasibility studies and make reports and recommendations, particularly in respect to draft programmes of future projects · Carry out assessment of repair options, including cost benefit analysis and lifecycle estimating, in order to achieve best value · Authorise contractor's invoices for payment and agree variations (within agreed limits). Be responsible for issuing contract instructions and monitoring projects.

Customer Service/

Communications:

This will involve: · Establish and maintain effective customer-oriented communications between the surveying team and other Programmed Works staff, other colleagues in the service and customers.

In addition to the above: · Communicate effectively and in a customer-oriented manner with other team members, contractor partners

and other colleagues, tenants, leaseholders, and resident's associations, including involvement in tenant consultation as required. · Meet with tenants, leaseholders, resident and school representatives and attend Resident's meetings, to resolve operational building surveying issues and build effective and productive relationships; ensure projects take account of customer needs and fully contribute to the tenant and leaseholder consultation process

Prepare technical reports for managers including

General:

recommendations for action · Liaise with other Council Officers, and with external consultants and contractors, as necessary · Comply with Council and Departmental policies, codes and initiatives relating to equal opportunities, customer care, personnel management, gas safety, health & safety, environment and business unit operation · Make best use of available information technology for the efficient running of the service. Use, and take responsibility for technical equipment required while carrying out duties · To participate in the Council's training schemes whether internal or external · To undertake such other duties as may be reasonably required of this post

In addition to the above: · Investigate and prepare a draft response to correspondence from Council Members, MPs, tenants and leaseholders. · Exercise discretion and authorise action in individual cases in accordance with Council and Departmental policies and delegated authority arrangements. · To participate in the preparation and development of the Annual Service Plan

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Contract Surveyor Housing

Essential knowledge: An appreciation and understanding of project/ contract management techniques and an understanding of project stages and lifecycles, and processes such as financial and budget management or business case development · An appreciation and understanding of production of technical specification writing/ schedule of rates and/ or · An appreciation and understanding of JCT (Joint Contracts Tribunal) and TPC (Term Partnering Contracts) In addition to the above: · A recognised building or surveying qualification · A sound knowledge of building defects and solutions and the ability to estimate building costs · Thorough knowledge of current and appropriate legislation with regard to building works, including CDM and health and safety legislation · A sound knowledge of specification writing including the research, presentation and the production of full technical specifications and drawings using manual or computerised systems

HNC/D in Construction related field. i.e. HND in Construction studies.

Desirable: MCIOB/ Assoc RICS

Essential skills and abilities: Ability to plan own workload and to manage conflicting demands in order to manage a range of projects to specified timescales and within budget · Creativity and ability to solve problems and develop solutions · A self-starter with the ability to motivate oneself and convince or persuade others towards a course of action · Excellent written and verbal communication skills with the ability to communicate with a diverse audience · Excellent analytical skills, with a good level of numeracy, and the ability to present complex matters in a range of formats In addition to the above: · Excellent interpersonal skills and the ability to build and maintain excellent relationships with a range of stakeholders including colleagues, residents, consultants and contractors dealing with a range of issues sometimes sensitive or contentious · Excellent problem-solving skills with a proven ability to achieve results · Proficiency in Microsoft office applications including Word, Excel and PowerPoint · Understanding of financial management techniques and ability to manage budgets.

Essential experience: Able to carry out all design calculations involved with the building works, using longhand and computerised systems · A sound knowledge of JCT or other equivalent forms of contract including minor works, intermediate works and measured term contracts · A sound knowledge of contract procedures including the issuing of contract documents, and the management of long term partnering contracts · Experience of dealing with members of the public · Experience of working with databases including Apex · Experience

of managing portfolio of diverse and complex projects how they relate to engineering services · Experience of providing expert and effective guidance to new

initiatives to less experienced project staff · Experience of developing and managing cross-departmental multi-disciplinary project teams to deliver project objectives · Experience of leading and delivering project meetings and consulting on contentious issues · Experience of building maintenance and improvement works in buildings with specific experience of domestic properties

Special conditions:

- The post requires site visits as appropriate · The post requires occasional evening or weekend working
- The post requires the ability to drive with a current and valid UK driving licence and will be expected to provide transport (car) in order to be able to fulfil the requirements of the post. (This is an essential user post)

Competencies

These are the competencies for Officer level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Respects and engages with customers, listening actively and calmly, no matter what their situation, keeping their own emotions in check. Manages and resolves customers' issues in a timely-way and pragmatic way, taking account of appropriate legislation and follows-up to a conclusion. Is open and honest with customers about how their problems will be dealt with.
We Deliver Effective Service	Prioritises and organises self to make the best use of time and resources. Has a 'can do' attitude, delivering what they say they will to a high standard. Solves problems in a resourceful way, overcoming obstacles. Solves problems effectively, involving others when necessary. Makes sound decisions, following correct processes and using data.
We Adapt and Change	Demonstrates personal adaptability, is open to and remains constructive in time of change. Looks for better ways to do things, suggests improvements. Learns lessons from feedback and mistakes. Keen to develop themselves. Resilient and manages pressure effectively.

We Collaborate Constructively	<p>Understands impact of own actions on others and manages these effectively. Builds good relationships within own team and with other departments who can help solve customers' problems. Knows what other teams do, who to go to for information, and shares resources and information to get the best outcome. Considerate to colleagues, treats people fairly and inclusively, irrespective of their background or experience.</p>
We Communicate with Impact	<p>Communicates clearly, openly, and honestly, using language people will understand. Asks questions to understand others' needs and issues and listens attentively and with empathy. Gives difficult messages sensitively, ensuring they have been understood. Diffuses conflict constructively. Considers the impact of their message and adapts their approach accordingly. Influences others with empathy and logic.</p>