

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:
Sustainable Communities, Regeneration and Economic

DIVISION: Sustainable communities

JOB TITLE: Surveyor (Private Sector Housing Team)

ROLE PROFILE

Job Title:	Surveyor (Private Sector Housing Team) Sustainable
Directorate:	Communities, Regeneration and Economic Sustainable
Division:	Communities
Grade:	Grade 10
Hours (per week):	36
Reports to:	Senior Environmental Health Officer / Private Sector Housing Manager
Responsible for:	None
Role Purpose and Role Dimensions:	<p>To provide a full building surveying support and advice for all activities relating to the work of the Private Sector Housing Team (PSHT). To provide a surveying service for team members covering areas including fire safety, dampness, building standards, structural stability and building safety.</p> <p>To undertake tendering activities and full contractual supervision of works on site on behalf of Council, including when using works in default legal powers.</p>

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:

- Tenants, property agents and landlords leaseholders, freeholders and appointed responsible person.
- General public and resident led groups
- Environment Agency and Health & Safety Executive □ Police & • London Fire and Emergency Planning Authority □ TFL, Railway Authorities & Tram-link.
- Business Organisations & the Voluntary Sector.
- Building, Pest Control & Specialist Cleaning Contractors.
- Surveyors, Civil, Structural & Drainage Engineers.
- Solicitors
- Undertakers & Insurance Companies & Investigators. □ Utility Companies [Thames Water, Network Power]
- Housing Associations & Trusts, Property & Land Owners.
- Public Analyst, Health Professionals & Hospital Laboratory Services.
- Local Government Association (Joint Inspection Team)

Key Internal Contacts:

- Team Managers
- Planning, Building Control and Conservation teams
- Environmental Health, Trading Standards and Licensing, Pollution & Neighbourhood Safety Officers
- Social Workers
- Tenancy Relations, Housing Needs, Homeless Persons Unit
- Housing Options and Housing Solutions (Homelessness Emergency Accommodation Team, Single Homeless Team).
- Procurement team, Land Charges

Financial Dimensions:

No direct budget control but enforcement activity has financial consequences for the public, businesses & the Council. Works can exceed £30,000 and work must be compliant with corporate controls, internal audit over spending as part of the approval process.

- Key Areas for Decision Making:**
- To prioritise own workload and use own initiative to make decisions without referring to others
 - To conduct surveys (home or dilapidations) of dwellings and buildings and produce an appropriate report to feedback on the building condition, defects and safety issues identified.
 - Deciding on the how to best progress case work aimed at improving properties using the housing health and safety rating system (HHSRS), licensing, public health and drainage legislation.
 - Deciding whether a case should proceed to Works in Default.
 - Appointing and supervising external contractors to undertake drainage works by default.
 - To decide on apportionment and recovery of costs to recipients of legal notices following enforcement action.

- Other Considerations:**
- Must be able to provide and use a car for work purposes
 - Must be able to work flexibly, including outside of normal hours on occasions.
 - To work in line with the Council's hybrid working policy that permits working out of the office in line with business needs.
 - To work in line with Croydon Council's priorities
 - We will live within our means, balance the books and provide value for money for our residents.
 - We will focus on providing the best quality core service we can afford.
 - To work in line with Croydon Council's new ways of working
 - We will practise sound financial management, being honest about what we've spent and what we can afford.
 - We will focus on our core services and use our democratic mandate to convene our partners around a common purpose for Croydon.
 - We will aim to become a much more transparent, open and honest council.
 - We will listen and involve residents in our decision making.

Is a satisfactory disclosure **and**
barring check required?
[\(click here for guidance on DBS\)](#)

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

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

select from drop down

**Key Accountabilities and Key Elements:
Result Areas:**

Work in line with the PSHT work plan and objectives and provide support to the team manager and officers with achieving the

desired outcomes

This will involve:

- Maintain the necessary liaison with the Private Sector Housing Team to ensure that the team's objectives are realised.
- Provide technical advice to the Private Sector Housing

- Team and liaise with Building Control and Planning Officers as necessary. Maintain and monitor a list of approved contractors. Review list on a regular basis and liaise with Team Leader on any changes or problems with contractors.
- To prepare letters, reports and memoranda as required. □ To be able to use the Council's IT case management and document storage system as required
 - To provide advice and assistance to other members of the department relating to building standards, current building costs and practices.
 - To produce statements and give evidence in Court or Tribunal, where necessary, on matters relating to works carried out by the PSHT. Including an awareness of CPIA, PACE and obtaining warrants were necessary.
 - To assist with the training of other technical officers and visitors to the department.
 - To carry out other such duties as may, be determined by the PSH Manager or HEHTSL and are commensurate with the pay grade and level of responsibility

Undertake surveys of properties, assess dilapidations and produce work schedules including floor plans.

This will involve:

- Carry out site and property surveys and inspections of dwellings, diagnose faults and advise on appropriate methods of repair and maintenance requirements.
- Undertake assessments using the housing health and safety rating system.
- To utilised electronic surveying methods as introduced
- Prepare schedules of defects, schedules of works, full working specifications, variation orders and all other necessary tender documentation.
- Accurately price work schedules to advise on expected costs including variations and part completed contracts.
- Prepare sketch schemes and full working drawings/plans using appropriate means which could include computer packages e.g. Floorplan.

Supervising works on site. Preparing schedules of works, tendering, appointing a contractor, managing health and safety duties, managing contracts and preparing contract documents

This will involve:

- Carry out full tendering procedures, obtain competitive contractors' estimates and provide a supporting report on the most suitable contractor.
- To examine estimates and specifications and negotiate with contractors on cost of works. To place orders with contractors and exercise efficient cost control throughout the running of each contract.

enter the overall competence or result area; e.g. maintaining, monitoring and reviewing a budget for the division

Regulations, and other statutory approvals.

- To agree programmes and timetables of work with contractors.
- Submit all documentation to gain any necessary permissions/consents under the Town and Country Planning Acts and/or the Building
- To prepare and negotiate with other parties on Party Wall Agreements where necessary.
- Carry out supervision of all works as they proceed, making clear and accurate records on each visit. Ensure proper progress of works and that works are of a high standard. Report regularly to Team Leader and case officers when necessary.
- To be aware of the requirements and responsibilities under the current health and safety legislation; eg CDM regulations, H and S risk assessments and to advise contractors of any working practices which may put persons at risk.
- To carry out final inspections and instruct contractors to remedy defects within a given time period.
- To check and clear final accounts and invoices and submit with acceptable guarantees and test/completion certificates.
- To log notices with Land Charges and levy fees and charges in line with charging policy. Issue the demand and invoice.

Data Protection

This will involve:

list duties associated with meeting the requirements of performance listed in the left hand column

Contribute as an effective and collaborative team member

- 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
- 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.

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

Confidentiality

formally and informally, in accordance with the **Workforce Data Protection Policy**.

- 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.
- 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: Surveyor (Private Sector Housing Team). Sustainable Communities Directorate

- Essential knowledge:**
- Fully qualified Surveyor, OR
A relevant qualification/degree (equivalent in relevant discipline).
 - AND sufficient skills and experience commensurate with grade and a strong commitment to a professional career or public service.
 - A relevant qualification could include a BTEC (from Level 3) or HNC (Level 4) in Building Construction, or a Degree in Building Surveying or similar building / construction based qualifications, eg: Estimator / Site Surveyor, etc. National Certificate in Building or Environmental Health or equivalent. (A/I)
 - Demonstrates a sound knowledge of all legislation relating to Private Sector Housing Enforcement, including the Housing Renewal Grants system. Legislation would include; Regulator Reform Fire Safety Order, Housing Act 2004, Environmental Protection Act 1990, Public Health Act 1936 and 1967, Building Act 1984 The Prevention of Damage by Pests Act 1949 and the Local Government (Miscellaneous Provisions) Act 1976.
 - Knowledge of the Party Wall Act. (A)
 - Knowledge of current health and safety legislation including the Construction Design and Management Regulations and the duties created by it

Essential experience: Experience of surveying and supervising works on site.

- Experience of housing work, ability to survey to identify problem and identify defects and relevant remedial works. Has a thorough grasp of building construction, including drainage systems. (A/I)
 - Experience of reading and preparing professional standard drawings and specifications and costing schedules of work. Use of Floorplan computer package or equivalent. (A/I)
 - Experience of dealing with and supervising contracts for the maintenance, repair and improvement of buildings and carrying out full contractual tendering procedures. (A/I)

- Demonstrates the capacity to manage competing and conflicting demands to achieve tasks on time within resource allocations and agreed priorities, working at all times to provide a high standard of customer care. **(I)**
- Able to work effectively with others, co-operate with colleagues and help the team achieve it's goals. **(I)**
- A self-starter who needs little supervision, accepts the consequences of own actions and takes appropriate actions without referring to others. **(I)**
- Demonstrates a commitment to equalities, challenging discrimination, celebrating diversity and creating environments which foster mutual respect and trust. **(A/I)**
- Excellent interpersonal skills and demonstrably able to build and sustain ongoing working relationships with a range of people across different organisations. **(I)**
- Able to communicate, in writing and verbally including video call, according to the needs of the intended audience. **(A/I)**
- Sets and maintains the highest standards in professional relationships and behaviour with young people, vulnerable adults, customers, colleagues and other professionals. **(PI)**
- Demonstrates the capacity to maintain effective functioning when working under pressure, faced with difficult and personally demanding situations and people. **(PI)**

Special conditions: □ Must be able to provide suitable transport to be able to travel between sites. **(A)**

- Must be able to enter confined spaces e.g. underground drainage systems. **(A)**
- Able to climb ladders and other access equipment to carryout surveys. **(A)**

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	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.
We Communicate with Impact	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.

--	--