

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Assets and Repairs

JOB TITLE: **Stock Condition Surveyor**

ROLE PROFILE

Job Title:	Stock Condition Surveyor
Directorate:	Housing
Division:	Assets Repairs
Grade:	Grade 10
Hours (per week):	36
Reports to:	Asset Manager
Responsible for:	N/A
Role Purpose and Role Dimensions:	<p>Croydon has a clear view about the needs of the housing stock and aspirations of residents for housing services and investment. The Council is also determined that resident satisfaction with their homes and the housing service will remain high and increases further.</p> <p>Croydon Council has approximately 14,000 residential properties of which 5,500 are houses or bungalows and 8,500 are flats. In 2018/19 the Council will invest £36m on planned maintenance and improvement to its housing stock. Works are delivered using a mixture of long-term partnering and shorter-term contracts.</p> <p>The post holder plays a key role in ensuring that the Council collects and maintains accurate and comprehensive Stock Condition data. It is Croydon's intention that LBC surveys 100% of the stock on a rolling 7-year programme. Collection of this data is essential in shaping strategic long term investment decisions as well as building annual programmes of works.</p> <p>The post holder will therefore collect evidence to support ongoing investment in Croydon's housing stock and contribute to the development of the Asset Management Strategy by providing full building surveying expertise, experience and advice. The post holder also plays a key role in carrying out Housing health and safety rating system assessments. It is possible that the post holder will also be asked to carry out accessible housing register assessments to further support</p>

property allocation decisions.

The post holder will also contribute to Croydon's environmental objectives by identifying opportunities for promoting environmental initiatives.

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
Asset Management database
IT Consultants
Any other external consultants
Government bodies

Key Internal Contacts:

Managers
Senior stock condition surveyor
Heads of Service
Councillors
Planned maintenance and improvement section
Responsive Repairs section

Financial Dimensions:

The post holder will be responsible for producing schedules detailing future building works and associated costs for a range of schemes and options which will be used to inform option appraisals; build annual budgets; 5-year and 30-year Business Plan projections.

The post holder will be aware of the financial implications of surveys and option appraisals in building Business and Investment Plans.

Key Areas for Decision Making:

Based on findings, make recommendations on the structural soundness of housing stock and its key building components

Make recommendations regarding future investment needs to maintain the housing stock in optimum condition

Assess and respond with due urgency if a potentially dangerous situation is discovered during a survey

Be aware of the Safeguarding policy and report any possible cases to the appropriate council officers.

Other Considerations:

The post-holder must hold a degree in Building Surveying or the equivalent and be physically able to carry out surveys to all parts of a building, including using ladders and going into

confined spaces.

The post-holder should be flexible with the ability to initiate and respond to conflicting priorities; changing circumstances; urgent or ad-hoc need for information or advice.

The post-holder will be required to use creativity and innovation in addressing investment needs and options within a tight financial environment.

The post-holder must hold a full UK driving licence and have a car available for use during work hours.

The post-holder must have a working knowledge of asset management databases and working experience of using MS Word, MS Excel and AutoCAD or a similar package.

The post-holder must have experience of using a hand-held surveying device.

The post may involve working outside of office hours.

Is a satisfactory disclosure and barring check required? No
[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted No
[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Maintain frequent liaison with the Capital Delivery for Homes and Schools, and Repairs and Maintenance services in areas relating to current Stock Condition data and future works

To keep abreast of technical and statutory changes and developments.

To provide advice and assistance to other members of the Housing Department and residents where necessary.

Key Elements:

This will involve:

Discussing current and future programmes of work with the Capital Delivery Team, the Building Safety Team and the Compliance Team.

Liaising with the Repairs and Maintenance staff on matters relating to works carried out in Void properties

Liaison with Repairs and Maintenance staff regarding Category 1 HHSRS hazards

This will involve:

Actively looking for innovative ways to maintain LBC housing stock whilst reducing costs

Ensuring the Asset Manager is made aware of increases in future costs due to statutory changes to regulations

Ensuring the Asset Manager is made aware of issues in relation to environmental sustainability matters

This will involve:

Responding to all manner of enquiries or requests for information in a timely and effective manner

Using interpersonal skills; diplomacy; tact and sensitivity in all dealings with diverse and sometimes vulnerable tenants

Recognising the material impact proposed schemes and works can

make on people's lives

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:	Stock Condition Surveyor
Essential knowledge:	<p>Demonstrates a sound knowledge of undertaking stock condition surveys on all types of housing stock – traditional and non-traditional forms of construction</p> <p>A background of working within a social housing environment is desirable</p> <p>A strong background of meeting the needs of a diverse customer base</p> <p>Knowledge of current building regulations</p> <p>A degree in Building Surveying or the equivalent</p> <p>Knowledge and experience of carrying out HHSRS surveys</p> <p>HNC/D in Construction related field. i.e. HND in Construction studies</p>
Essential skills and abilities:	<p>A proven track record of carrying out detailed property surveys and producing reports on remedial works.</p> <p>Able to be creative and develop imaginative solutions</p> <p>Able to assess problems; consider alternatives and develop solutions</p> <p>Demonstrates the capacity to manage competing and conflicting demands to achieve tasks on time and within resource allocations and agreed priorities, always working to provide a high standard of customer care.</p> <p>Able to work effectively with others, co-operate with colleagues and help the team to achieve its goals</p> <p>A self-starter who needs little supervision</p> <p>Excellent interpersonal skills and the demonstrably able to build and sustain ongoing relationships with a range of people across different sections and divisions</p> <p>The ability to deal with complex and occasionally contentious issues requiring high levels of tact, persuasion and sensitivity</p> <p>Able to communicate, in writing and verbally, according to the needs of the intended audience</p> <p>Demonstrates the capacity to maintain effective functioning when</p>

working under pressure, faced with difficult and personally demanding situations and people.

Essential experience:

- Considerable experience of surveying housing stock
- The ability to recognise problems and identify defects and relevant remedial works
- Has a thorough grasp of building construction, including drainage systems
- Experience of reading and preparing professional standard drawings and specifications and costing schedules of works.
- Working experience of using hand-held (PDA's) and asset management packages to carry out stock condition surveys.
- Experience of using IT systems including MS Word and MS Excel to produce letters and other documents.

Special conditions:

- Approximately 75% of the post holders time will be spent on site carrying out either external or internal property surveys
- Physically able to carry out surveys to all parts of a building, including using ladders and going into confined spaces
- A valid UK driving licence and ability to travel within the borough to various locations with use of own car.

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.