


## GLPC Job Description

	<b>Job Title</b>	Building Surveyor
	<b>Directorate</b>	Resident Services
	<b>Department</b>	Property Services
	<b>Grade</b>	PO4
	<b>Reports to</b>	Area Repairs and Voids Manager
	<b>Staffing Responsibility</b>	None

### Job Purpose:

1. To offer a resolution focused surveying service providing excellent customer service at every stage to enhance the reputation of the Brent Housing property service including:
2. To deliver a comprehensive technical surveying function incorporating diagnosis, specification, ordering, supervision and communication in order to maximise effectiveness and financial performance.
3. Strong contractor management, to ensure that performance levels are maintained and early escalation of issues to ensure they are resolved promptly and in line with contractual obligations.

### Principal Accountabilities and Responsibilities:

1. Provide a proactive and commercially focussed service to customers, achieving Brent Council's customer satisfaction levels, service standards and KPIs.
2. Ensure all contractors are working to Brent Housing service standards to achieve the required results for the customer. Customer experience to be the highest priority and acting quickly when things go wrong, taking ownership and accountability to put things right through collaborative working, clear communication and keeping accurate records.
3. Building strong and positive relationships with contractors and colleagues across the business, enhancing our reputation for delivering a service that strives to get things 'right first time' and understanding how the part we play fits into the wider organisational goals.
4. Carrying out audits and post-inspections to make sure we're satisfied with the quality and condition of work, in adherence to legislation and statutory compliance. Quickly address and resolve any work or conditions that have fallen short of our standards.
5. Work with others across maintenance and the wider operations directorate to collaborate with key stakeholders ensuring end-to-end completion of works with strong customer and colleague communication throughout.

6. Ensure that appropriate consultation for Leaseholders is undertaken with regards to procuring works in line with Section 20 legislation.
7. Ensure all works are carried out to the required H&S legislative standards with zero tolerance to noncompliance.
8. Investigate, diagnose and conduct complex property condition and dilapidation surveys, alongside specifying suitable remedial works.
9. Demonstrate current knowledge of building construction, repairs and safety.
10. Contract management of repairs and voids contracts. Organise and carry out site visits to monitor contractors' work, ensuring standards are to the highest quality and are costed correctly. Raise issues with unacceptable contractor performance with relevant manager.
11. Survey and manage complex cases of disrepair, insurance claims, complaints, leaseholder service charging and section 20, structural repairs and adaptations to resolution for the customer or stakeholder. Carry out detailed surveys of properties to provide a detailed report and act as the expert witness in any court action.
12. Demonstrate a commercial mind-set, being curious and confident to challenge spend and quality of works. Execute the project according to the agreed project plan. Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project, to keep projects and programmes of work on time and within budget.
13. Stay in line with Financial Guidelines and procedures, preparing variations and ensuring completion to approved timescales within budget. Controlling expenditure on service, ensuring value for money to make the best use of resources, in accordance with financial regulations.
14. The ability to keep a level head when things get busy, to organise work in a way that prioritises the right tasks, at the right time, for the right reasons in accordance with our Customer Promise.
15. Demonstrate and champion a commitment to collaboration and communication to support your work stream, the wider Maintenance function and our colleagues and stakeholders to work smarter, not harder. You'll keep information on our properties and customers both safe and current, and you'll know when to delegate.
16. Demonstrate up to date knowledge of the housing sector and the external factors that can influence or change the way we work, so we can pre-empt and prepare for change proactively.
17. Mentor property apprentices offering guidance on good practice, pass on knowledge to support and develop them through their training.
18. Maintain up to date records and providing monthly statistical and qualitative information to the relevant manager in respect of service performance indicators and progress against targets and budgets. Attending contractors' monitoring meetings as required giving performance feedback.
19. Maintaining up to date knowledge of building best practice.

20. Understand asset management programmes and planned work to in order to assess properties for inclusion on planned programmes.
21. Ensure the Council's compliance with its landlord statutory and non-statutory duties and obligations are met and maintained.
22. Close liaison with colleagues in the Strategic Compliance team to ensure that issues are logged and dealt with.
23. Procure repairs and voids works as required. Prepare specifications and obtain quotations and tenders for work. Prepare and provide detailed estimated and data for section 20 consultations and invoices.
24. Attendance on site in response to emergencies, e.g. forcing entry with contractors to trace and remedy water leaks.
25. Support consultation with customers on repairs and service charges that require Section 20 notices ensure follow on actions are recorded and feedback is taken into account.
26. Support the Council's channel shifting ambition, by promoting online transactions.
27. Offer proactive resolution of customers' complaints and members' enquiries regarding the service ensuring all issues are remedied and a formal response is provided concluding the case within legislative framework.
28. Engage in organisational change activities and actively look for ways to improve service efficiency and develop a continuous improvement approach in service delivery.
29. Maintain accurate customer records in all required systems both in the office and out on site including logging of customer feedback and engagement activities in real time.
30. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
31. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
32. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
33. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Basic DBS Check
<b>Politically Restricted</b>	No

## Person Specification

	<b>To be identified by:</b> <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
<b>Qualifications and Professional Membership requirements:</b>	
1. HNC, HND, BTEC HND or higher, in a building discipline, or over 5 years hands on experience of related repairs surveying/ construction from a trade background.	A, I
2. Evidence of continuing professional development.	A, I
<b>Knowledge:</b>	
1. Ability to accurately diagnose, specify, order, supervise and manage technical repair solutions.	A, T, I
2. Knowledge of repair responsibilities, leasehold obligations and other related housing issues.	A, T, I
3. Knowledge of construction improvement, servicing, repairs works, dampness and condensation and economic repair of traditional and non-traditional domestic buildings.	A, T, I
4. A working knowledge of Contract Law and Administration.	A, T, I
5. A working knowledge of Building Regulations, Gas Servicing , Asbestos and Health and Safety.	A, T, I
<b>Experience:</b>	
1. Relative experience of building maintenance in a local authority or other registered social landlord.	A, T, I
2. Experience of developing excellent relationships with customers, members and colleagues in all services and agencies, understanding of different roles in promoting successful service outcomes.	A, T, I
3. Experience of working to strict deadlines within a busy multi agency setting.	A, T, I
4. Experience in the management and administration of domestic building repairs.	A, T, I

<b>Skills and abilities:</b>	
1. Ability to write reports outlining structural and/or repair based solutions.	A, T, I
2. Ability to communicate clearly and concisely, orally and in writing with a wide range of people including customers, colleagues, Councillors and other agencies.	A, T, I
3. Ability to understand, interpret and advise through practical problem solving.	A, T, I
4. Operate largely autonomously to manage own workload and prioritise tasks both on-site and in the office.	A, T, I
5. Demonstrate the ability to be solution-focus, taking responsibility and taking action to promote great customer service, with a 'Can Do' attitude.	A, T, I
6. Demonstrate the ability to work as a team towards common goals, creating a sense of team spirit.	A, T, I
7. Ability to work 'on the go' using mobile technology.	A, T, I