

Job Title: Surveyor

Grade: 10

Job Family: Technical

Responsible to: Team Leader

Responsible for: Operational Teams within the Service Area

Evaluated by Grading Panel:

Version: 2

PURPOSE

As a proactive Surveyor the post holder will support the Team Leader and deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

The post holder will provide technical expertise on all aspects of building maintenance and surveying, including preparation of detailed specifications, planning and monitoring work, and contribute towards the Asset Management Plan. There are a number of areas within the Surveying function, including Mechanical, Electrical, Specialist Services, Quantity Surveying, and Estimating. Surveyors will work within a particular function, and will be required to deputise for their line manager and other Surveyors across the Directorate as required.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Provide technical expertise on all aspects of building maintenance and surveying, and for this program of work specifically on energy efficiency matters, acting as Supervising Officer, and through technical supervision achieve high quality standards in building works and associated services.

- › Prepare detailed specifications for allocated projects, undertaking the preparatory, planning and monitoring work necessary to meet the individual requirements of each project or scheme.
- › Carry out stock condition surveys, and contribute to the development of the Asset Management Plan and Investment Strategy.
- › Carry out Professional Estimating and Quantity Surveying functions for a range of contractual agreements from initial receipt of the contract documentation to the submission and agreement of the final accounts.
- › Provide specialist expertise on domestic gas heating and / or electrical services and project management of rewiring programmes, other electrical schemes, gas servicing contracts, maintenance contracts, planned maintenance and commercial heating.
- › Provide specialist advice in relation to damp, timber infestations and structural defects and manage specialist works that are carried out in relation to this.
- › Deliver all operational aspects of your relevant service/business area.
- › Work collaboratively with your Team Leader and other Surveyors to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare professional and clearly written communications to colleagues, partners and customers.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

DECISION MAKING

- › Organise and prioritise own workload, including arranging and completing visits and independently providing technical advice.
- › Seek advice when attending high risk properties or dealing with issues that may require action outside of normal policy and procedure.
- › Escalate issues pertaining to risk, media or political attention.
- › To make effective decisions to meet individual business objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders including colleagues, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Manage any delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Team Leader to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate to secure any information needed. Interrogate records, assimilate data, coordinate witnesses and provide witness statements as appropriate and attend the Courts as necessary.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the KNH Safeguarding Policy.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working Groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).

- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Technical Officer – Energy and Affordable Warmth**.

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

PERSON SPECIFICATION

Post Title: Surveyor

Grade:

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	E	X		
ONC or Equivalent (Level 3 Btec in Construction and the Build Environment) or relevant City and Guilds in the Construction and the Built environment or working towards such qualification	E	X		
HNC or Equivalent (Level 4 in the Construction and Built Environment) or equivalent experience in the Building Surveying environment or working towards qualification	E	X		
<u>Experience and skills</u>				
> Experience of Construction (Design and Management) Regulations 2015	E	X	X	
> Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	E	X	X	
> Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
> Skill and ability to work with partner organisation to achieve common goals	E	X	X	

<ul style="list-style-type: none"> › Previous experience of data input and maintenance of databases and/or Contact Management Systems › Literacy and numeracy to a standard required to maintain accurate records and write high quality communications › A good level of computer literacy to interrogate various software packages › Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role › Able to work flexibly and be responsive to change in order to improve performance › Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results › Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>	
<p><u>KNH BEHAVIOURS</u></p> <p>Progressive</p> <ul style="list-style-type: none"> › Able to demonstrate ability to engage in the development and implementation of innovative ideas to improve the service or way of working <p>Engaged</p> <ul style="list-style-type: none"> › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve <p>Respectful</p> <ul style="list-style-type: none"> › Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities. <p>Customer Focused</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	

› Able to demonstrate delivery of excellent customer service within a customer focused environment	E	X	X	
Honest › Proven track record of being transparent and open	E	X	X	

<u>Other Requirements</u> › Ability to travel around the borough › Willingness to undertake training courses relevant to the post › Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X		
	E	X	X	
	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date:

Context Sheet for Surveyor supporting the Energy and Affordable Warmth Programme:

- › **To assist in the preparation of bids for external funding and to oversee all subsequent grant claims, so as to maximise income to KNH and the Council.**
- › **Assist the Technical Officer to ensure Energy Performance Certificates are carried out to a high standard to meet the legislative requirement for new tenancies or to support the planned works.**
- › **Working with the Technical Officer to monitor and maintain KNH's performance with respect to energy efficiency, ensuring information is recorded and held accurately within the asset management system.**
- › **Taking a proactive approach to fuel poverty, driving forward customer engagement, both thought one to one tailored advice and working with tenants' groups to raise awareness of fuel poverty across Kirklees Council**
- › **Keeping up to date with new technologies and methods of reducing carbon emissions. Feeding into the annual carbon return report.**
- › **Assisting the Technical Officer or leading on energy related projects.**

In addition to support this programme of work the following are essential:

City and Guilds 6281 Energy Awareness (or equivalent) or willingness to work towards

Qualified Domestic Energy Assessor or willingness to work towards