

Folkestone & Hythe District Council Job Description

| JOB DETAILS | |
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| Job Title | Neighbourhood Surveyor Specialist |
| Service Area / Team | Housing / Assets & Development |
| Reports to | Repairs Senior Specialist |
| Post Number | |
| Grade & Annual Salary | Grade F/G |
| Politically Restricted Post | No |
| DBS Requirement | N/A |

| JOB PURPOSE |
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| <ul style="list-style-type: none"> To work closely with the Housing Operations team to ensure safe, first class repair and management services to tenants & leaseholders. To specify procure, let and manage contracts from inception to completion. To oversee the work of contractors and consultants ensuring that responsive works, planned and cyclical maintenance programmes are delivered to quality, time and budget. To oversee the provision of a responsive repairs & maintenance and void property refurbishment service to residents. To be responsible for repairs service and condition of the Housing Stock in the allocated neighbourhood. To survey properties and related assets to identify repair work that is required and future investment needs to ensure the assets are able to fulfil their function without detriment to residents and users. To play a key role in developing the new housing service. |

| MAIN DUTIES AND RESPONSIBILITIES | Frequency (this will be added once the service goes live) |
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| Ensure that all works and services are procured in accordance with the council standing orders. | |
| Work as a team to monitor contract standards by inspecting responsive, planned and cyclical works carried out on site to meet the contract standards in terms of time, quality and costs and initiating steps to address shortfalls. | |

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| Approve payments and variations of works and recommend payments to contractors for planned and cyclical works on larger projects. | |
| To lead contractor meetings ensuring appropriate records of meetings are made. | |
| Respond to contractor notices ensuring the Council is protected from contract claims both in correspondence, the issuing of variations and instructions. | |
| Ensure the correct specification of materials and wording of specifications and amendments to contracts to avoid ambiguity and the potential for contract claims. | |
| To be aware of leasehold section 20 requirements including time and cost when specifying works to blocks containing leaseholders and liaise with the leasehold officers regarding service charges. | |
| Work with the Senior Specialist Leasehold Management to provide estimated costs of works, appropriate tendering arrangements and leasehold consultation is undertaken appropriately and maximises the Council income. . | |
| Undertake defects inspections, specify and procure appropriate remedial work. | |
| Ensure all work that is carried out complies with the required Health & Safety requirements. | |
| Carry out surveys e.g. stock surveys, fire safety, asbestos to ensure properties are safe and being used appropriately. Identify any safety concerns to the line manager. | |
| Ensure information on works ordered, inspected and/or snagged is updated daily on the appropriate system. | |
| Work closely with tenant organisations fostering a close relationship with the tenants in the neighbourhood, neighbourhood specialists and other stakeholders in the agencies in the neighbourhood to provide a joined up approach to the Housing Service. | |
| Be available in the event of emergency either associated with the housing stock or its tenants or where housing plays an integral part in responding to a larger emergency. | |

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.

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| <ul style="list-style-type: none">• To ensure our customers are valued by taking into account their views and needs in all that we do |
| <ul style="list-style-type: none">• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements. |
| <ul style="list-style-type: none">• To communicate openly and honestly with colleagues, members and customers. |
| <ul style="list-style-type: none">• To undergo any training necessary to be able to fulfil the requirements of the job. |
| <ul style="list-style-type: none">• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time. |

Folkestone & Hythe District Council Person Specification

Post Title: Neighbourhood Surveyor Specialist

| Important Information for Applicants: | | | | |
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| The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible. | | | | |
| Factors | Criteria | Means of Assessment | | |
| | | Application | Interview | Test |
| Qualifications | Essential <ul style="list-style-type: none"> Building or Surveying QS qualification – HNC, HND or equivalent | ✓ | | |
| | Desirable <ul style="list-style-type: none"> Professional qualification in a property related discipline, either as a mechanical electrical engineer, chartered surveyor or quantity surveyor H&S qualification | ✓ | | |
| Experience and Knowledge | Essential <ul style="list-style-type: none"> Demonstrable repairs diagnosis experience and the ability to explain clearly to residents, contractors and colleagues specific work task requirements | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Experience of managing the performance of contractors to achieve high quality works | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Experience of statutory landlord compliance and servicing programmes in the social housing sector or similar operating environment and associated legislation | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Working knowledge of building maintenance and contracting relationships | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Good working knowledge of building defects and how to identify the best repair options | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Experience in managing standard forms of contract e.g. JCT | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Detailed knowledge and understanding of contracting relationships, quality standards and relationship management | ✓ | ✓ | |
| | <ul style="list-style-type: none"> Demonstrable understanding of the Health & Safety At Work Act as it applies to construction, requirements of the Regulator of Social Housing and Landlord & | ✓ | ✓ | |

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| | <p>Tenants Act as it applies to building maintenance and statutory landlord obligations and industry best practice</p> <ul style="list-style-type: none"> ▪ Broad demonstrable experience of managing a variety of maintenance and service contracts operating within a continuous improvement and value for money context ▪ Demonstrable knowledge of procurement procedures ▪ Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners ▪ Experience of working with and using digital data ▪ Experience of performance management, use of and reporting of performance data ▪ Experience of operating MS Office software such as Microsoft Word, Excel and Outlook. ▪ | ✓ | ✓ | |
| | <p>Desirable</p> <ul style="list-style-type: none"> ▪ Previous experience of working in local government. ▪ Experience of chairing meetings ▪ Experience of presenting to Tenant Boards. ▪ | ✓ | ✓ | |
| | <p>Essential</p> <ul style="list-style-type: none"> ▪ Ability to make prompt, clear decisions which may involve tough choices or considered risks and is confident to work under own direction ▪ Ability to accurately evaluate and quantify payment for work. ▪ Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating an awareness of the audience ▪ Ability to apply specialist and detailed expertise to analyse and provide solutions to service delivery issues, and to share own expertise with others to achieve organisational objectives ▪ Ability to effectively prioritise objectives, plans and activities against changing circumstances, having regard to the interests of stakeholders, within a pressurised environment ▪ Ability to develop and maintain beneficial relationships with internal and external stakeholders ▪ Able to progress and manage projects on time and within budget. | ✓ | ✓ | |
| Skills and Abilities | | ✓ | ✓ | |

[illegible]