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| Role Title | Senior Surveyor |
| Reports to: | Head of Repairs Partnering |
| Job Family | Place |
| Competency Level | Principal Officer |
| Pay Range / Scale | PO7 |
| <p>Purpose</p> <p>To manage and oversee the performance of surveyors, offering technical expertise in resolving complex technical cases, and deputising for the Head of Repairs Partnering when needed. Contribute to training and developing more junior staff.</p> <p>Oversee and deliver general building surveying services across LBWF's portfolio and ensure contractors, consultants and partner agencies achieve high quality work across all repair contracts to compliance standards, specification, schedule, and cost.</p> <p>Keep detailed digital records and provide reports of various aspects of work, based on frequent site visits, and ensure the asset management database is updated, and accurate records are kept on repairs cases.</p> <p>The position is committed to delivering an exceptionally responsive repairs service for our residents. This includes ensuring works orders are placed in a timely manner to enable the 28-day Tenant Satisfaction Measure to be achieved by LB Waltham Forest's repairs contractors for completing responsive repair works.</p> <p>Close collaboration and support will be essential in coordinating with the Building Safety Operations and Building Safety Compliance teams to ensure our homes are safe and regulatorily compliant.</p> <p>Coordination with the Planned Works team is also required to inform investment decisions within the planned works programme in order to minimise the demand for and cost of responsive repairs.</p> | |
| Generic Accountabilities | End Results/ Outcomes |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | <p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p> |
| Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, | Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full |

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| managers and partner organisations. | <p>range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | <p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p> |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | <p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p> |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | <p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p> |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | <p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p> |
| Ensure the successful implementation of health and safety legislation, policies and practices. | <p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p> |

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| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Job Specific Accountabilities: | |
| Lead the surveying team in conducting property surveys and diagnosing defects for residents. Implement measures and consistently manage tasks and team in a timely manner for efficient operations. | <p>Efficient technical expertise that contributes to a safe home, proactive problem solving, and resident satisfaction, delivering value for LBWF.</p> <p>Work is completed on time and to the quality and standards required. Accumulation of work backlogs is prevented. Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Ensure work orders are placed in a timely manner to achieve the 28-day Tenant Satisfaction standard for completing non-emergency repairs,</p> <p>Professional and legal compliance is assured.</p> |
| Take charge of designing, specifying works, obtaining estimates, overseeing delivery, monitoring expenditure, and completing sign offs. | Effective end-to-end management of our processes and partnered contractors. |
| Oversee quality control and supervision for each contract, ensuring that partnering contractors are undertaking the necessary provision on site for building legislation and health and safety requirements. | Partnered contractors comply with building legislation and health and safety requirements, whilst achieving consistently high-quality construction and service provision, ensuring a safe and compliant work environment. |
| Conduct inspections and audits, reviewing completed work against schedules and resolving issues, certifying rectification of snagging items. | Maintain high standards for residents, accurate costing, adherence to relevant legislation regarding safety. |
| Ensure all required records and information are maintained and provided correctly on relevant IT platforms. Provide management reports on identified deficiencies, schedules of resolution, and certified confirmation of rectify snagging items. | <p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as</p> |

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| | <p>appropriate, with other agencies.</p> <p>Effective oversight and timely task completion.</p> |
| <p>Work closely with the Planned Works and Compliance teams ensuring all relevant legislation is being adhered to. Ensure safety, quality, and productivity assessments are carried out so that all work complies with current codes of practice, standards, and legislation, particularly health and safety.</p> | <p>Establish collaborative relationship with the Planned Works and Compliance teams, ensuring strict adherence to relevant legislation.</p> |
| <p>Provide authoritative advice, guidance and support to colleagues, customers and stakeholders.</p> | <p>Information, advice and support is accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p> |
| <p>Respond to and investigate enquiries / escalated complaints as required, working closely with stakeholders.</p> | <p>Timely responses to complaints and Councillor enquiries.</p> |

Nature of Contacts

Day-to-day contact typically involves Heads of Service and Senior Managers across the authority, contractors, external agencies and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health and Safety requirements.

Occasionally the post will be expected to work from other locations.

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| Key Facts and Figures |
| <p>The Council's stock is over 10,000 homes.</p> <p>The Housing Asset Management budget is over £20m p/a.</p> |
| Resourcing |
| <p>Budget Responsibilities: contributes toward managing the Housing Asset budget.</p> <p>Supervisory Responsibilities: Responsible for managing a team of surveyors, QA officers, and others. X5 Direct reports.</p> |
| Knowledge, Skills and Experience |
| <ul style="list-style-type: none"> • Experience working as a surveyor within a social housing organisation • Experience managing staff or contractors effectively to work towards a common goal • Good people management skills and able to work constructively with others • Experience of administering building contracts • Experience of administering partnering contracts • Experience of building surveying in residential environment • Experience of Stock Condition Surveys • Experience of HHSRS assessments • Experience of liaising with residents • Knowledge of Asbestos Regulations • Knowledge of housing legislation and regulations with particular reference to repairs, maintenance • Able to work in an inclusive manner with staff and residents • Project Management skills • Adept at applying Health & Safety, Customer Care and Communications policies appropriately • IT literate, particularly with Microsoft Office, Word, Excel. • Good report writing skills |
| Indicative Qualifications |
| <p>Relevant Building qualification, NVQ, ONC, Degree or equivalent or vocational qualification in relevant subject or area.</p> <p>Evidence of Continuous Professional Development.</p> <p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p> |