**L&Q Group**

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| **Role title** | **Disrepairs Building Surveyor** | **Date** | July 2017 | |
| **Reports to Title** | Disrepair Manager Direct Maintenance | **Version** | 1 | |
| **Responsibility for End Results** | | | | |
| **Purpose -** To deliver a high quality surveying service providing customer centred, professional building surveying activities across the Trust’s property portfolio, specifically to Manage and resolve disrepair cases on behalf of L&Q. | | | | |
| **Key Responsibilities / Deliverables:** | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | *Time*  *(%)* |
| 1. Leadership and management including customer service/ values   To carry out surveys, defects inspections relating to property disrepair or compliance with legislation. To prepare detailed specifications for tender purposes, to evaluate projects and project manage the works to completion. To provide cost details and value for money evaluations and to inspect for quality and customer satisfaction. | | | | 30 |
| 2. Strategy/ achieving objectives  To manage large disrepair cases, rectify complex building defects, progress large insurance related projects, undertake detailed technical inspections, process home improvement applications, deliver expert contractor management, manage estate improvement projects and act as Project Manager for large Surveying related projects. To provide detailed project reports for submission to the Surveying Manager when required. To act as contract administrator on building projects. | | | | 30 |
| 3. Working with others – internal  Ensure delivery of the Trust’s objectives by working collaboratively with all Trust teams specifically Housing Services, Direct Maintenance, Technical Services Teams, Leasehold Management, Revenue, Service Charge Team, Supported living, L&Q Direct, Caretakers and Development | | | | 10 |
| 4. Working with others – external  Work with a variety of stakeholders and partners specifically, Local Authority Partners, Maintenance Policy Group, In-House and external Legal team, Neighbourhood committees, Contractors, Loss Adjusters, Consultant/ Engineers. | | | | 10 |
| 5. Budgetary responsibility  Management of project budgets, delegated accountability. | | | | Incl |
| 6. Compliance  Ensure compliance in respect of governance and adherence to relevant statutory and regulatory provisions around service delivery, ensuring cost effectiveness and avoidance of fraud. To ensure that contract terms and promised deliverables are adhered to. | | | | 5 |
| 7. Records and systems  To maintain the necessary relevant Trust records and systems providing accurate reports on the service, complaints, and contractor performance. Ensure work is delivered in accordance with policies, procedures and standing orders. | | | | 10 |
| 8. Risks  Manage risks associated with the role, specifically around budget utilisation of fragmented projects, ensuring consistent approach and quality of service. To monitor and prevent Fraud, service delivery, lone working, health and safety and contractor performance. | | | | 5 |

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| **Financial Responsibility:** | | |
| Project defined – ability to manage project budget £20k - £500k | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | *Direct Reports* | *Indirect Reports* |
| Total Employees | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional/ project management responsibilities  None | | |
| **Knowledge, Skills and Abilities:** | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | |
| **Sector/ specialist knowledge & experience**  Excellent knowledge of building standard form contracts - Essential  Excellent building surveying skills, in particular relating to building defects and dilapidations - Essential  Experience in a housing environment – Desirable  Experience in Building Control and in Planning related applications – Desirable  Experience in CDM applications – Desirable  Experience of liaison with local authorities - Desirable  Understanding of contract law and housing law – Essential  Experience in managing Legal Disrepair claims and the use of the Disrepair Protocol - Essential  Knowledge of construction methods - Essential | | |
| **Management & leadership**  Experience in managing contactors and consultants - Essential | | |
| **Finance & commercial experience**  Experience of monitoring financial budgets including project budgetary control – Essential  Understanding of fraud prevention - Essential | | |
| **Communication & influencing skills**  Strong customer focus and utilisation of customer service skills - Essential  Ability to communicate, influence, negotiate and chair meetings with a variety of stakeholders - Essential  Ability to present information to a diverse internal or external audience, including delivering formal presentations - Essential  Ability to contribute and work on their own and to build relationships within a diverse team - Essential  Ability to analyse, interpret and deliver detailed information including report writing skills - Essential | | |
| **Organisation & planning skills**  Strong organisation skills with high levels of prioritisation and planning ability - Essential  Flexible approach – Essential | | |
| **Academic & professional qualifications**  Educated to degree level – Desirable  HNC in Building Services/Surveying - Essential  CEng – Desirable | | |
| **IT knowledge & skills**  Ability to use the full suite of Microsoft Office package including advanced Excel - Essential  Understanding of databases - Essential | | |
| **Other**  Ability to take ownership and responsibility - Essential  Ability to execute specification requirements - Essential  Ability to manage conflict - Desirable | | |
| **L&Q Values** | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | |
| **People** | | |
| * We care about the happiness and wellbeing of our customers and employees | | |
| **Passion** | | |
| * We approach everything with energy, drive, determination and enthusiasm | | |
| **Inclusion** | | |
| * We draw strength from our differences and work collaboratively | | |
| **Responsibility** | | |
| * We own problems and deliver effective, lasting solutions | | |
| **Impact** | | |
| * We measure what we do by the difference we make | | |
| **Other** | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | |