JOB DESCRIPTION

SECTION ONE

<table>
<thead>
<tr>
<th>Service: Housing</th>
<th>Post Title: Property Services Surveyor</th>
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<tr>
<td></td>
<td>Level 1 Grade: 19-22</td>
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<tr>
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<td>Level 2 Grade: 26-28</td>
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<td>Post Number:</td>
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SECTION TWO

Responsible to: Maintenance Manager, Major Works Manager or Voids Manager

SECTION THREE – Overall purpose of job

**Level 1**

- To obtain practical experience working all areas covered by the Housing Property Services Team. To undertake a structured training and education programme, in order to obtain a Chartered Institute of Housing professional qualification together with corporate membership of the CIH.

**Level 2**

- The principal objective of this post is to lead and supervise the Planned Investment Team or Day to Day Maintenance Team or Voids Team (dependent on the requirements of the Property Services Team) in providing a professional and technically competent service to the Council's housing stock.

- To play a key role in the development, implementation and review of the HRA capital programme.

- To maintain and update a comprehensive stock condition database, asbestos register and energy stock profile.

- To act as contract administrator for major projects.

- To manage the inspection, maintenance and repair of properties in order to ensure that properties are maintained or available for letting within target times.

- To achieve agreed performance targets for the management and monitoring of void properties.

- To manage the inspection, maintenance and repair of void properties in order to ensure that properties are available for letting within target times.
• To lead, supervise and monitor progress of the Council’s operatives in providing the service.

• To contribute to the development and implementation of cross-cutting corporate initiatives, in line with the Council’s ‘One Team’ philosophy.

SECTION FOUR – Principal Responsibilities

Level 1

Training Programme

• To undertake a structured training programme to be agreed with the Property Services Manager.

• The programme will cover experience in all aspects of the Housing Property Services activities.

• To ensure compliance with any training and experience requirements laid down by the Chartered Institute of Housing in order to obtain corporate membership.

Education

• To undertake study leading to the successful completion of a CIH professional qualification in Housing by means of day release or distance learning through a study institution approved by the CIH and Kettering Borough Council.

• To attend task training courses and seminars as appropriate.

General Duties – Major Works

• To work with colleagues to ensure that the Council’s annual capital investment programme is delivered within time and budget parameters, and is in line with the necessary regulations, with a customer focused approach to delivery.

• To assist Project Surveyors with quality and measurement inspection, in line with corporate and departmental targets.

• To work with the Project Surveyors and administrators to ensure all administration processes in relation to running the service are completed accurately and in a timely fashion.

• Ensure the relevant contract files are maintained, are up to date, and that all the documents necessary to meet internal and external audit requirements are in place.

• Work with Project Surveyors to review contractor performance.

• Assisting Project Surveyors to achieve value for money, and control of budget spending.
- Work with Project Surveyors to support project improvements in the service.

**General Duties – Day to Day Maintenance**

- To work with the Maintenance Surveyor to inspect properties requiring repair and organise a schedule of works so that the property meets the quality standard and is made available at the earliest opportunity.
- To work with the Maintenance Surveyor to carry out and arrange structural surveys to properties, prepare tender documentation and deal with any planning or building regulation applications.
- To work with the Maintenance Surveyor to post inspect properties ensuring that work has been completed to the correct standard in a timely way and within budget.
- To work with the Maintenance Surveyor to provide progress reports on the management and performance of the maintenance service to the Property Services Manager and Maintenance Manager.
- To work with the Maintenance Surveyor to provide an effective and efficient emergency service by ensuring that sufficient trades people are appropriately skilled and available to carry out the requirements of the service.

**General Duties – Voids**

- To work with the Void Property Surveyor to inspect all properties as they become void and organise a schedule of works so that the property meets the quality standard and is made available for letting at the earliest opportunity.
- To work with the Void Property Surveyor to devise and keep under review a quality standard for works to void properties, in consultation with housing officers and tenants.
- To work with the Void Property Surveyor to supervise work on site in order to achieve quality, time and cost targets.
- To work with the Void Property Surveyor to undertake intermediate and post inspections on all void properties.
- To work with the Void Property Surveyor to supervise and direct a small team of tradespeople.

**General Duties – All Teams**

- Provide technical guidance and support to the Council’s Customer Service Centre, as necessary.
- To carry out reasonable duties as required by Manager’s within Housing Property Services.
• Ensure all customer enquiries are responded to in a professional manner in line with the council’s customer care standards.

• Adhere to the Council’s financial regulations, Housing’s policies and procedures and any other relevant external procedures.

• To participate in the Council’s emergency call-out service on a rota basis.

• To support the Head of Housing when the service is being audited and to assist in ensuring that all audit recommendations are completed in a timely manner.

• To attend consultation meetings and exhibitions with tenants associations and individual customers where necessary.

• To provide progress reports on the management and performance of the service to the Property Services Manager.

• To provide information in relation to any complaints or enquiries from customers, Members or the Senior Management Team.

• To undertake site visits as necessary to fulfil responsibilities.

**Miscellaneous**

• The Property Services Surveyor will be expected to act in accordance with the council’s common behaviours and responsibilities as outlined below:

• Be conversant with, and follow, all procedures, policies and standards that apply to their day to day work.

• Always safeguard the council’s reputation and work to improve its image both in and away from work.

• Treat with respect any council equipment which is used in the due course of their work. Ensure that any equipment used is maintained, in good order and kept secure.

• Respond quickly and efficiently to customer requirements (both internal and external) and have respect for their needs at all times.

• Always look to improve the service which can be offered to the council’s customers and suppliers.

• Ensure that the resources available are used cost effectively.

• Be accountable for his/her actions and decisions and carry out his/her duties responsibly.

• Keep up to date with new developments and activities that relate to their work, including legislative/regulatory changes.

• Identify and reduce ineffective time within their work area and that of Housing.
• Produce work of an acceptable quality within agreed timescales.
• Always work in a safe and responsible way, ensuring that safety procedures are followed and that no one is endangered.
• Be passionate about your job, willing to learn and demonstrate the ability to think outside of the box.
• The post holder may be required to carry out specific projects of their own, or take on specific tasks for Housing, as determined by the Head of Housing or Property Services Manager, to ensure that organisational commitments are met. However, any such duties will be compatible with the scope and nature of the post.

**Level 2**

• Upon the successful completion of the Level 1 Property Services Surveyor role, the post holder will be required to undertake the roles and responsibilities outlined in either the Maintenance Surveyor or the Project Surveyor or the Voids Surveyor Job Descriptions, depending on the needs of the Council at the time.

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**SECTION FIVE – Main levels of contact**

**Internal:**

• All teams within Housing, Customer Services, Democratic and Legal Services, Income and Debt Management and Finance.

**External:**

• Tenants and their representatives, solicitors, building societies, banks, voluntary organisations, Registered Social Landlords and statutory organisations.

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**SECTION SIX – Special features of the Post**

**Level 1**

• The postholder will be able to gain valuable experience in all aspects of Housing provided to both customers and the wider community, and will be expected to successfully complete a professional qualification in Housing and obtain Corporate Membership of the Chartered Institute of Housing.

• Essential car user allowance

**Level 2**
- Essential car user allowance.

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<tr>
<td>Job Description prepared by: Simon Haile</td>
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<td>Approved by: (HR) ..................................................</td>
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<td>Agreed by: (Post holder) .................................</td>
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