

Job Description

Job Title:	FM Senior Building Surveyor
Directorate:	Resident Services
Group:	Environment & Street scene
Business Unit:	FM & Property Services
Grade:	PO5
Responsible to:	Head of FM (Technical Services and Projects)
Direct Reports:	1 x FM Building Surveyors 1x FM Apprentice Surveyor

Main Purpose

Within the Council's Property Services and Facilities Management function, to monitor the delivery of mechanical, electrical and lift services and building fabric maintenance by the Council's appointed Hard FM contractor and specialist consultants, including construction project management.

The post holder will work under the direction of Head of FM Technical Services to monitor compliance of relevant statutory requirements and that the contractors deliver value for money and high levels of customer satisfaction.

To actively promote an integrated approach to energy efficiency initiatives influencing the approach to maintenance programmes and supplementary project works.

To monitor the planned and reactive maintenance services provided as well as minor works for Lambeth Property Services. To assist the Head of FM Technical Services and Projects to develop and monitor the corporate rolling programme of Building Stock Condition Surveys and Access Audits.

Principal Accountabilities

1. To monitor, develop, and motivate the FM Surveyors to facilitate their continuous professional development and performance.
2. To assist with the development of the FM Surveyors in relation to specialist works such as asbestos management and low zero carbon technology.
3. To monitor the Hard FM service contract function for compliance with the schedules of all programmed service visits for each building, and each type of service.
4. To monitor and ensure all planned maintenance and "follow on" works are carried out to ensure the achievement and maintenance of high professional standards within the

section, including an up-to-date knowledge of relevant technology and legislation such as the SFG20 standards.

5. To ensure all plant and fixed equipment items to corporate buildings and for 'buy-in' schools are captured in separate comprehensive asset registers such as the Crimson Insurance data base and the Tech Forge database are updated and maintained on a regular basis.
6. Ensuring that new requirements identified through the execution of service visits are reported on a frequent, structured basis to the Head of Technical Services for the management and programming of significant repairs and replacement respectively.
7. To assist the Head of FM Technical Services & Projects in the development of a three-year rolling capital replacement programme for corporate buildings from repair trend data and service contract reports.
8. To monitor the agreed Building Stock Condition Survey programme through the appointment of external specialist consultants, and to ensure that the data is evaluated and recorded robustly by working closely with the Data Officer. To develop and manage programmes of improvement works arising from the survey data, and to provide management reports on performance as required.
9. To develop condition ratings for each type of asset and provide programming information to the Head of Technical Services when required.
10. To work with the Safety Manager on the programme of fire risk assessments for corporate buildings with the aim to discharging all the relevant building maintenance related recommendations.
11. To represent Property Services on sustainability and energy efficiency matters, ensuring that as far as possible sustainability issues are integrated into the property management and maintenance processes.
12. To actively contribute to future procurement of servicing and other corporate contracts when required. To manage the tender and procurement of works in accordance with Council Standing Orders and legal requirement.
13. To provide timely detailed professional advice and information to senior management and elected members on all matters pertaining to FM and Property Services.
14. To work with the FM Project Management Team to monitor Project Management Contracts, to ensure they deliver a consistent structured approach to all projects set up, communications, documentation and execution.
15. For minor works ensuring all statutory requirements such as planning approvals, listed building consents and building regulations approvals are sought and gained; work with the Safety Manager to ensure all health and safety matters are addressed, including appropriate asbestos surveys, risk assessments and method statements are obtained; and to ensure that projects are assessed under the Construction, Design and Management Regulations (CDM 2015).

To work with the Client Relationship Manager actively promote the traded service function of Lambeth Property Services across Lambeth's schools and third sector organisations.

16. To create a culture of dedicated customer focus and use feedback from customers to review and improve the performance of service contract delivery.
17. To contribute to the preparation, development and implementation of the Property Services' and Facilities Management business plan.
18. To champion and direct staff in the maintenance and improvement of performance through devised in house systems and adopted/quality management systems such as such as ISO9001;2000; EMAS; IIP.
19. To contribute to the preparation and delivery of the FM and Property Services BCP that may require occasional contact out of hours and or at weekends.
20. Maybe required to provide standby cover for FM services from time-to-time for which an appropriate standby allowance will be paid.
21. Attend council meetings and other room hire functions as required. Overtime will be payable for hours worked beyond the weekly fulltime equivalent hours in line with the Councils overtime provisions.
22. To deputise for the Head of FM Technical Services & Projects in their absence.
23. To carry out any other duties within the general scope of the post as required by the Head of FM Technical Services.
24. To contribute to the preparation and co-ordination of Facilities Management & Property Services responses to complaints, Member's enquiries and FOIs
25. Lead motivate and develop direct reports to ensure they perform successfully, prompting creativity, change and innovation in supporting the service to achieve its objectives
26. To maintain accurate records, to ensure information and documentation is organised in a systematic fashion enabling easy retrieval of information on internal service SharePoint and Teams sites, FM mailboxes and customer information websites.
27. To support and when appropriate lead on the procurement of service and goods contracts that support the service area.

Generic duties for all Council Employees

- To actively promote and uphold the Council's Code of Conduct, FRESH Values, Priorities and customer service standards.
- To ensure that you carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.

- At all times, carry out duties of this post with due regard to the Council Equal Opportunities Policy, Email Policy, Managers Charter and Valuing Diversity policy.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- To take full responsibility for the development and implementation of own Personal Development Plan and own continued professional development in those areas relevant to role in property services.
- To undertake any other reasonable duties that may be required to meet the demands of the service and commensurate with the grade of the post.
- To maintain strict confidentiality wherever required.

Person Specification Senior FM Surveyor (PO5)

<p>Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing Criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			<p>Shortlisting Criteria</p> <p>✓</p>
Qualifications	Q1	Degree Level Qualification in relevant technical discipline e.g. Building Services Engineering, Building Surveying, Construction Management etc. or has equivalent substantial demonstrable experience at a managerial level	A✓
Key knowledge	K1	Working knowledge of services installations in complex buildings, and compliance requirements under specific relevant statute, regulations, ACOPS, directives, CIBSE and HVAC guidance	A✓
	K2	Working knowledge and understanding of relevant legislation	
	K3	Working knowledge of asbestos regulations	
	K4	Working knowledge of procurement regulations	A✓
	K5	Strong working knowledge of Building Regulations and Planning Legislation	A✓
	K6	Working knowledge of CDM Regulations, and construction related health and safety legislation	
Key Experience	E1	Budget Management Experience	A✓

	E2	Ability to implement change	
	E3	Ability to motivate staff	
	E4	Report writing/presentation skills	A✓
	E5	Computer literacy, ability to use Microsoft Office Software	
	E6	Ability to project manage consultants	
	E7	Management of service contracts and/or service project works in corporate buildings	
	E8	Customer relationship management.	
Core Behaviours	B1	<p>Focuses on People</p> <ul style="list-style-type: none"> ▪ Listening attentively and respond calmly, professionally and with empathy ▪ Treating people equally and taking time to listen to their needs ▪ Being open, flexible and available ▪ Respecting team goals and supporting new members ▪ Providing support, advice and guidance 	
		<p>Works collaboratively</p> <ul style="list-style-type: none"> ▪ Working across teams or groups to raise or solve issues ▪ Encouraging others to contribute to collaborative working. ▪ Being a good team player and stepping in to assist manager or colleagues during absences ▪ Sharing information, best practice and ideas with relevant networks and groups ▪ Being approachable, listening and building constructive honest relationships 	

		<p>Takes Ownership</p> <ul style="list-style-type: none"> ▪ Spots opportunities or problems in own area and takes action to capitalise on opportunities or resolve problems ▪ Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative ▪ Working with teams and service areas to achieve positive outcomes and develop personal capabilities ▪ Take opportunities to learn new skills and develop ourselves 	<p>A✓</p>
		<p>Communicates Effectively</p> <ul style="list-style-type: none"> ▪ Is clear about what can and can't be delivered or achieved. ▪ Uses clear and logical arguments to influence and engage. ▪ Targeting the message to the audience, ensuring that everyone can access the information. ▪ Listening for information from my manager and the council that can impact on your work ▪ Sharing and passing vital and new information and reflecting back understanding ▪ Escalating issues and opportunities straightaway, ensuring risks are managed ▪ Consider the use of interpreters and translators where needed 	
		<p>Focuses on results</p> <ul style="list-style-type: none"> ▪ Delivers tasks to agreed deadlines and quality standards ▪ Is reliable and delivers on commitments. ▪ Gets work done to the best of ability with the resources and finances available ▪ Is clear about objectives and what needs to be done ▪ Working with managers to develop personal skills and knowledge 	