

London Borough of Lambeth JOB DESCRIPTION

Job Title: Hostels' Services Surveyor

Grade: PO3

Department: Resident Services

Division: Housing

Reporting to: Hostels' Services Manager

Responsible for: no staff

Main Purpose of post:

To provide technical and surveying support and advice for the Temporary Accommodation (TA) Hostels Services ensuring the identification and accurate diagnosis of complex repairs for occupied and empty accommodation, the specification of repairs of a complex and technical nature to a professional standard, liaison and efficient monitoring of repair contractors, devising and recommending cost effective solutions to repair problems and ensure the premises comply with all statutory health and safety standards

Key Areas of Responsibility:

1. Provide technical expertise to TA Hostel Services in the performance of its Part VII housing provision and undertake inspection and detailed technical specification of empty accommodation. Identify high-cost voids and major works, ensure that work is ordered and completed to a high standard, within agreed timescales to minimise void turn around.
2. Provide accurate specification of repairs and provide technical advice and assistance to non-technical members of staff on cost effective repairs and maintenance effectively liaising and negotiating with relevant stakeholders, partner agencies and contractors.
3. Inspect pre and/or post repair work of a technical nature as required ensuring robust checks are conducted on all works specified with a surveying input prior to authorising payment.
4. Receive referrals of complex or continuous variation requests and make appropriate decisions.
5. Hold regular meetings with all stakeholders and partner organisations and effectively monitor the performance and standards of services providers

ensuring appropriate actions are taken to address noncompliance with management arrangements to improve performance

6. Liaise effectively with the Technical Coordinator to ensure that all sundry and remedial works are conducted and completed in a timely and manner ensuring void turnaround times are minimised and that rooms are prepared for letting in compliance with agreed standards and health and safety regulations.
7. Undertake liaison with specialist surveyors where appropriate and advise on more cost-effective alternative repair's strategies.
8. Identify any staff-based training needs and assist in training staff in the specification of repairs and provide support, training and advice to other staff and colleagues / teams in order to prevent complaints becoming disrepair cases or escalation to formal complaints.
9. Take appropriate steps to ensure TA Hostels comply with all legal and corporate Health & Safety regulations and requirements including the use of all equipment.
10. Collaborate effectively with service managers to ensure the Council's statutory functions, priorities and service needs are consistently delivered and maintained to ensure the best possible outcomes for the client and council. Liaise and work closely with other peer groups across housing and other directorates that have a direct influence on the section promoting a joined-up approach in the operational deployment of services.
11. Provision of surveying services including the delivery of works and services programmes and projects to time, cost and quality.
12. Promote closer working with Legal Services with a view to defending / settling cases within the relevant timescales in order to minimise legal costs.
13. Work as part of the Hostels' Services Team and deputise for the Hostels' Services Manager as requested
14. Be responsible for the day-to-day supervision and coordination of staff performing repairs related duties.
15. Takes ownership and be responsible for own work and for the delivery of a programme of work of a small team within Hostels' Service.
16. Resolve disputes with contractors, accept referral from other members of staff and provide technical advice and assistance to non-technical members of staff.

17. Carry out environmental and general inspections and specify works as required. Check all works specified with a surveying input prior to authorizing payment. Identify high-cost voids and major works, ensure that work is ordered and completed. Follow-up and ensure completion of work.
18. Understand the principles of planned preventative maintenance and achieve forward annual planning of maintenance over the life of building components. To provide and agree subsequent appraisals and development plans
19. Ensure the effective resolution of all member enquiries and complaints.
20. Develop and maintain intelligent client relationships with citizens, contractors and stakeholders and promote the highest level of customer service
21. Focus on demand management principles identifying ways to reduce demands on a service by early intervention, service innovation, the involvement of the community in delivery or better working with organisational partners
22. Contribute to the Business Planning Process and service improvement initiatives.
23. Lead interventions to prevent service or works underperformance and initiate effective improvement plans.
24. Manage and support the escalation and issue resolution procedures
25. Monitor and report sub-contractor and supply chain performance assessing risk and identifying improvement activities.
26. Maintain up to date understanding of legislation, in particular all relevant housing and building legislation and ensure compliance by contractors and Lambeth. Provide appropriate advice to managers and staff in the Lambeth. Ensure that all Area statutory/legislative and Council requirements are met.
27. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

Generic Responsibilities:

- Be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
- Be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
- Participate in appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.

- To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's FRESH values.
- Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
- Take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
- To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.
- The post holder is required to hold a valid Enhanced Disclosure from the DBS

Person Specification

Hostels' Services Surveyor

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| <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> | | | Shortlisting Criteria |
| Qualification | Q | Possession of a relevant Professional qualification in building or surveying or demonstrable experience in construction, residential repairs and maintenance | A |
| Key Knowledge | K1 | To have and maintain a thorough and up to date knowledge of housing law, health and safety regulations and statutory requirements in residential premises | ✓A |
| | K2 | Detailed knowledge of housing construction, defects and appropriate remedies | ✓A |
| | K3 | To have good knowledge and understanding of the diverse needs of homelessness households and the ability to deal sensitively and effectively with residents varying needs | |
| Relevant Experience | E1 | 2 years' experience of working in similar role within a housing, social services environment | ✓A |
| | E2 | Experience of working to deadlines and targets and achieve results while working under pressure | ✓A |
| | E3 | Experience in enforcement and promotion of compliance with the provisions of all relevant housing & health and safety legislation | |
| | E4 | Experience of preparing technical reports, proofs of evidence, briefing notes, costing of works, Schedule of Rates and correspondence for moderately complex issues within the service area with minimal support from lead officers | ✓A |
| | E5 | Experience of windows-based applications, MS office including emails and internet based technologies | |

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| <p>Key Behaviours</p> | | <p>Focuses on People is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people.</p> <ul style="list-style-type: none"> • Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work • Being approachable and positive for my area of work and other services • Showing empathy to help people inside the council as well as outside • Ensuring I treat people equally and take time to listen to their needs • Being open, flexible and available • Respecting team goals and supporting new members • Providing support, advice and guidance | |
| | | <p>Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it • 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 • Actively engaging in one-to-ones, appraisal process and team meetings • Take opportunities to learn new skills and develop ourselves | |

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| | | <p>Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none">• Finding out what other colleagues do and working closely with them• Networking with other teams to seek out mutually beneficial ways of 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• Regularly sharing success stories that lead to good outcomes | ✓A |
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