



## **JOB DESCRIPTION**

<b>POST:</b>	<b>Programme Delivery Surveyor</b>
<b>DEPARTMENT:</b>	<b>Investment &amp; Compliance</b>
<b>REPORTING TO:</b>	<b>Programme Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Programme Auditors and Resident Liaison and Project Co-ordinators</b>
<b>GRADE:</b>	<b>6</b>

## **MAIN JOB PURPOSE:**

To deliver capital investment and revenue work programmes, including sustainability works, to Babergh and Mid Suffolks housing and corporate stock.

To deliver a high performing customer centric service.

## **DUTIES AND RESPONSIBILITIES:**

- Assist the Programme Manager in the compilation of capital and revenue investment programmes, including sustainability works.
- Lead on the operational delivery of capital and revenue investment programmes from inception to final account, including sustainability works.
- Provide line management of the Resident Liaison and Project Officer to ensure that projects are managed in-accordance with the project management framework, and that they act as the key point of contact with customers on programmed works.
- Provide line management of the Programme Auditor to ensure that all work is mobilised on time and being delivered in-accordance within contract and budget requirements.
- Work with contractors to ensure that programmes are delivered on time, within budget and to a high-quality standard.
- Work with consultants and contractors to ensure the delivery of sustainability retrofit projects on time, within budget, to a high-quality standard, and in-accordance with PAS2035 (or any required future quality standards).
- Work with customers and stakeholder to ensure the delivery of a customer centric service, with high levels of resident satisfaction.
- Ensure data relating to work programmes is handed over to the Asset Information Team.

- Ensure work being delivered is in-accordance with all health & safety requirements, such as CDM.
- Take responsibility for the line management of any consultants engaged on allocated projects.
- Provide detailed technical advice and recommendations on proposed works if required.
- Assist in the identification and procurement of contractors and specialist consultants.
- Prepare schedules of work specifications and Auto-Cad drawings for issue to contractors, including tender documents when required.
- Prepare and monitor budget expenditure for allocated work against budget availability, including reforecasting as required.
- Liaise with our service users, their representatives, statutory authorities, and contractors.
- Ensure all complaints related to allocated work are dealt with in-accordance with procedure and within timescales.
- Ensure all enquiries, including Counsellor and MPs are dealt with in-accordance with required timescales.
- Work closely with and co-ordinate with various professional bodies to ensure that all work undertaken meets statutory requirements and current legislation.
- Undertake any other duties as required.

#### KEY RELATIONSHIPS:

- a) Working collaboratively with professional teams (internal and external) on projects including Occupational Therapists and other health professionals.
- b) Working with tenants and their representative groups.

#### Additional Information

- a) Does this job require a DBS check? **Yes/No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**

- d) The post will require travel to all customers' homes and other sites on a regular basis. **Yes**
- e) The post requires out of hours working whenever elements of the fabric Councils corporate buildings malfunction to ensure continuity of service delivery during normal working hours **Yes**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

**PERSON SPECIFICATION**

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
Degree in Building Surveying, or equivalent.  Member of RICS, CIOB or equivalent.  NEBOSH, Site Management Safety Training Scheme (SMSTS) or equivalent qualification.	A/I
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
Demonstrable experience of delivering major works programmes within a social housing or a related sector.  Demonstrable experience of managing budgets and taking action to address adverse variances.  Demonstrable experience of managing building contracts from inception to final account (such as JCT).  Demonstrable experience of line managing a team of staff in the delivery of a customer centric service.  Demonstrable experience of delivering sustainability retrofit programmes.	A/I

<p>Demonstrable experience of working with residents to deliver high quality services.</p> <p>Demonstrable experience of producing detailed schedules of work</p> <p>Demonstrable knowledge of statutory, regulatory, and best practice requirements.</p> <p>Demonstrable knowledge of contract law, building construction and regulations.</p> <p>Demonstrable knowledge of health &amp; safety legislation, including asbestos and CDM requirements.</p> <p>Demonstrable experience of managing multiple contracts and sustaining long term relationships, preferably within a contract management framework.</p> <p>Demonstrable experience of assisting in the procurement and mobilisation of contracts.</p>	
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<p><b>SKILLS/ATTRIBUTES</b>  <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
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<p>Highly developed numerical and data analytical skills.</p> <p>Excellent IT skills including a good working knowledge of Microsoft office.</p> <p>Excellent verbal and written communication skills.</p> <p>Excellent contract management skills.</p> <p>Excellent project management skills.</p> <p>Highly effective decision maker.</p> <p>Ability to explain complex technical information to colleagues and stakeholders in plain English</p> <p>Able to analyse data and produce reports.</p> <p>Able to read, analyse and interpret documents, plans, rules &amp; regulations.</p> <p>Methodical and organised approach to planning, implementation and record keeping.</p> <p>Able to work effectively within a multi-disciplined team.</p> <p>Able to communicate effectively at all levels in a manner relevant to the audience.</p>	<p>A/I</p>
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<p>Able to build effective relationships with internal and external customers.</p> <p>Able to operate independently representing a specialist area.</p> <p>Able to prioritise conflicting demands when under pressure.</p> <p>Able to consider and show respect for the views and opinions of others.</p> <p>Willingness to undertake training to meet changing needs.</p>	
<p><b>BEHAVIOURS</b> Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p><b>EQUALITY AND DIVERSITY</b></p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



# Our Values

...we believe in



**OUR CUSTOMERS**   **BEING AMBITIOUS**   **TAKING OWNERSHIP**   **BEING OPEN and HONEST**   **OUR PEOPLE**

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.





