**Manchester City Council**

**Role Profile**

**Apprentice Quantity Surveyor, Grade 5-7**

**Capital Programmes Service, Growth and Development Directorate**

**Reports to: Commercial Team Leader**

**Job Family: Technical**

**Key Role Descriptors, Grade 5:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high-quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will develop and undertake the technical design and implementation of customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

The role holder will ensure that, where appropriate to the service area, health & safety is adhered to by teams and that working areas are maintained as a safe environment and to a satisfactory standard of cleanliness. For some roles, this may involve working in dirty conditions.

**Key Role Accountabilities, Grade 5:**

Ensure that effective customer focused solutions are developed, produced, and implemented in line with appropriate deadlines. Implement best practice in the development of technical work for service customers in accordance with the authority’s corporate aims and objectives, strategic plans, and organisational values.

Coordinate the effective deployment of resources to meet the needs of the service, managing performance and development needs to achieve agreed service priorities. Effectively contribute to the monitoring, evaluation and improvement of all activities that support the needs of the service and corporate initiatives.

Work collaboratively with colleagues and stakeholders to enhance the role of the assigned service area throughout the Council, providing cover and flexibility where required.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

**Key Role Descriptors, Grade 6:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high- quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will support the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives.

The role holder will use their technical knowledge and expertise to develop, design, and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities, Grade 6:**

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Assess project / initiative / work package feasibility, paying close attention to procedure and legislation where appropriate and ensuring all work is delivered to a high standard.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations. Maintain effective relationships to ensure the highest standard of service delivery.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial, or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

**Key Role Descriptors, Grade 7:**

The role holder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high-quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The role holder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives.

The role holder will provide specialist technical consultancy across the assigned service area to develop, design, and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities, Grade 7:**

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial, or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Dependent on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

**For all Grades:**

Demonstrate a personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

\*Candidates will normally be appointed at the lowest point of the scaleof the career grade according to their experience and qualification unless otherwise stipulated. Thereafter, candidates may progress through the career grade structure subject to the needs of the business and attaining the necessary competency, experience, and qualification.

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| **Scale** | **Educational/Professional Qualifications** | **Experience/Skills** |
| Grade 5 | Entry level for post:  Educated to A level or equivalent i.e. BTEC, NVQ, T Levels.  Plus:  GCSE English and Maths grade 4/C or above or functional level 2 in both subjects. | Interest in working in a construction environment. Commitment to undertake a degree apprenticeship in Quantity Surveying and completion of professional RICS qualifications. |
| Grade 6 | Educated to HNC/degree level recognized by RICS. Alternatively, an A level or equivalent qualified candidate studying on an undergraduate degree route for specific qualification related to qualifying with RICS as a chartered quantity surveying | Demonstrate ability to undertake routine professional work under supervision. Assisting quantity surveyors on the commercial elements of construction projects.  Graduate quantity surveyor able to manage smaller schemes (sub £5m) or assist on larger projects. |
| Grade 7 | Completion of first year of RICS APC diary | Demonstrate ability to undertake an increased range of professional work under  supervision. |

**Role Profile:**

**Minor Works Team:**

The Apprentice Quantity Surveyor will be based in the Commercial Team which is one of a number of teams which make up the Minor Works Divisional Team. The Minor Works Division is responsible for delivering construction, repair and refurbishment projects valued between £2k to £3m. It assists clients to review project requirements and develop programmes of work which achieve economies of scale from a cost, quality, and programme delivery perspective. It also provides a range of specialists from building surveying, mechanical and electrical design services, structural design, cost management, contract management, and Construction Design (CDM) compliance. The Team also offers Fire Risk Assessment and a Principal Designer

The role holder will undertake a range of fee earning professional duties relevant to the position within a career graded role. This will involve assisting, managing, and leading the delivery of the commercial elements of allocated construction contracts, and taking responsibility for end -to -end service delivery as appropriate.

Grade 5 - The role holder will assist quantity surveyors and senior quantity surveyors in their caseload under supervision and direction of manager/fee earner.

Grade 6 – The role holder will undertake a personal caseload of routine professional work under supervision from professional staff.

Grade 7 – The role holder will manage a personal workload of fee earning work and undertake casework as directed by senior staff.

**Key Behaviours, Skills, and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We show that we value our differences and treat people fairly.

**Generic Skills**

For Grade 5 and 6

* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical, and acceptable solution.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.

For Grade 7

* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making:** Strong decision-making skills with the ability to resolve complex issues in a pressurised environment.
* **Commercial Skill:** Skills to monitor contractor performance against pre-determined milestones and to identify when corrective action is needed.
* **Communication Skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.

**Technical Requirements (Role Specific)**

* An individual with commitment to undertake professional qualifications to attain and retain RICS membership and continued personal development associated with their grade of RICS membership.
* Must be willing to enrol onto the degree apprenticeship in Quantity Surveying.
* Grade 5 – 3 A- levels or an equivalent qualification.
* GCSE in Maths and English grade 4/C or above or functional level 2 in both subjects.
* Eligible to work in the UK without a permit.
* A demonstrated interest in and commitment to working in the built environment.
* Knowledge of key issues affecting the physical, economic, and social life of urban areas and an analytical understanding of the role of local government and the public sector in addressing those issues.