

**Manchester City Council
Role Profile**

**Building Surveyor, Grade 8
Housing Services, Neighbourhoods Directorate
Reports to: Repairs and Maintenance Manager
Job Family: Technical**

Key Role Descriptors:

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects and work packages that achieve the Council's corporate aims and objectives taking into account relevant statute and legislation.

The role holder will provide high level technical consultancy support in the development of frameworks to deliver quality and appropriate development and outputs, particularly those requiring complex and specialist technical and legislative expertise, to deliver a quality service.

The role holder will use extensive knowledge and expertise to develop, design and implement customer-focused technical solutions. They will continually identify and champion opportunities to deliver improvement in service provision, assigning resources appropriately to ensure delivery of objectives.

Key Role Accountabilities:

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

Accountable for the delivery of complex work packages (using project management methodology where appropriate) which deliver organisational objectives, deploying resources effectively and managing stakeholder and customer expectations throughout the lifecycle of the project.

Ensure that efficiencies in project, programme and maintenance service delivery are identified and exploited to provide improvements in the quality of service, with a consistent focus on improved quality, performance and customer service.

Foster successful relationships, both internally and with partner organisations, and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives. Work closely with contractors where required to ensure effective work package delivery.

Effectively communicate significant complex technical issues including the analysis and interpretation of legislation to manage negotiations and necessary processes. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

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.

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.

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.

Role Portfolio:

Working as part of a multi-disciplinary team of construction professionals and support services, act as a technical lead within the Housing Services function in the delivery of an effective repairs and maintenance service, inclusive of the management of HHSRS risks, damp, mould and condensation works, reactive repairs, void property repairs, major repairs, minor planned works, housing disrepair, aids and adaptations maintenance services, post inspection of completed works, resident service complaints and the provision of technical support in handover of any new developments.

Delivering a best in class and exemplar HRA Repairs and Maintenance service with a Right First Time approach, by undertaking the following key tasks:

- Professional surveying services, the management of responsive repairs works, void property works, damp, mould and condensation works, major repairs and minor planned works, housing disrepair, and aids and adaptations maintenance services.

- Prepare and carry out diagnostic inspections, surveys, and technical reports in accordance with good practice.
- Provide accurate technical advice with competent & thorough surveys/post-inspections including reactive repairs, void property repairs, major repairs, minor planned works and housing disrepair.
- Ensure customer satisfaction by taking ownership and demonstrating proactive collaborative working with repairs providers, and the effective management of resident complaints.
- Effectively diagnose and mitigate any identified HHSRS and damp and mould risks, inclusive of the management of works and activities through to completion.
- Work in partnership with Housing Services Heads of Services, Managers, colleagues, wider MCC representatives and political and senior leadership to support the delivery of the Housing Services' repairs and maintenance strategy.
- Manage the delivery and quality of work carried out contractors, in order to maximise customer experience and satisfaction. Work in partnership with our contractors to drive service improvement based on resident expectation and data analytics from the residents first point of contact through to resolution.
- Maintaining excellent levels of communication with residents from end to end of the service, ensuring customers are kept informed of progress throughout the process.
- Taking ownership for resolution of issues or complaints in a timely manner, ensuring any lessons learnt from these experiences are implemented as part of driving forward improvements to the service and continuously improving customer experience.
- Ensure that work is completed to quality, financial and time targets. Where work is delegated or carried out by other parties, such as contractors, that over-view is managed, and deadlines achieved successfully.
- To support the effective and efficiently control budgetary spend, ensuring revenue and capital spend are recorded accurately. Review invoices and requests for payment from contractors, challenge and resolve submissions where required.
- Ensure effective liaison with contractor service providers, M&E contractors, and external sub-contractors to ensure the delivery of a top quartile service in line with industry standards, schedule of rates, operational regulatory framework, health & safety, including asbestos management.
- Lead on the management of reactive repairs, void property repairs, major repairs, minor planned works and major insurance works. Take project management leadership for the end-to-end of the process, including the management of third-party consultants. Ensure that where work is delegated or carried out by other parties, such as contractors, that over-view is managed, and deadlines achieved successfully.
- Submission of all required regulatory submissions, inclusive of Planning Applications, Building Regulations submissions, Part Wall Act Notices, etc.
- Identify and manage insurance claims ensuring most economically advantageous outcome for the organisation, including property inspections, managing decants, liaising with loss adjusters and insurance teams.

- Lead on the delivery of legal housing disrepair remedial works inclusive of the undertaking of joint inspections, producing Scott Schedules and ensure works are issued and completed in accordance with agreed schedules and legal settlements.
- Support the Disrepair Claims Managers in the management and settlement of housing disrepair cases, inclusive of the production of technical information or written reports.
- Where required, act as a Single joint expert, produce detailed Scott Schedules and attend court to deliver witness statements.
- Ensure delivery of all works in line with all compliance requirements and promotion of the council's Health & Safety policy and CDM regulations. All personal risk assessments completed/reviewed and relevant action taken to mitigate risk.
- Support the objective of ensure that City Council corporate requirements are consistently met, including for business planning, performance management and budget monitoring.

A champion for Manchester's *m people* ethos who embraces and promotes flexibility and change.

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.

This role profile lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in accordance with the needs of the service.

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 given full consideration.

Behaviours, skills and technical requirements

Behavioural Competencies

Our Manchester Values

- 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

- **Partnership and collaborative working:** Extensive experience of working in partnership with and influencing senior Programme, Project and business stakeholders including the management of external suppliers and strategic partners.
- **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
- **Financial Management:** Ability to plans forecast and monitor expenditure against budget, investigates variances and takes timely action to address significant deviations.
- **People Management:** Can demonstrate how they and colleagues contribute to the vision and objectives of the organisation and how this defines their team and personal objectives; Ensures that good performance is recognised and rewarded and that poor performance is tackled.
- **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.

Technical requirements (Role Specific)

- The post holder will have a construction related qualification or equivalent demonstratable work experience.
- Knowledge of effective professional surveying service for major repairs, minor planned works and legal housing disrepair.
- Knowledge of Local Authority Social Housing and awareness of its regulations.
- A demonstrable knowledge of building construction, building standards, planning regulations, regulatory standards, health & safety and other legislation relevant to asset management.
- Understanding of data management and Intermediate level of experience in Microsoft Excel, Word and PowerPoint IT systems.
- Effective communications skills, both oral and written with colleagues, residents, service providers, contractors, consultants and other stakeholders.
- Ability to work independently and as part of a team.
- Experience of managing small projects and an understanding of CDM.
- Ability to work in a changing environment with conflicting priorities and deadlines.
- Ability to follow procedures, plan and prioritise.
- Ability to write and present technical reports.
- An understanding of working with in-house direct labour organisations.
- A full driving licence and access to a car on each working day. This post is currently designated as a Casual Car User. Car User statuses are subject to review in line with policy.