



Job Description

- Job Title:** Project Surveyor
- Reports To:** Property Services Manager, Project Manager, Contract Surveyor
- Direct Reports:** Links in to Support Staff
- Job Purpose:** To assist the Property Services Manager in ensuring that the Group's development and planned maintenance/Investment programmes are effectively and efficiently co-ordinated and administered, ensuring that the Group's properties are properly maintained.
- To provide a range of Building Inspection & supervision services in relation to the maintenance of the Groups housing stock including ensuring that such works are carried out in accordance with procedure and specification, including voids, pre and post, planned technical,& stock condition.
- Salary Band:** Band D

Key Responsibilities

- To assist in ensuring that all Contractors comply with all the requirements of the relevant Building Contract This will include ensuring the contractors are properly supervised, to ensure the works they carry out are in accordance with the specification within the Contract, and Construction phase Health and Safety plan. To collate and analyse information from the stock condition database to assist in the identification of works for inclusion within development and planned maintenance programmes. To produce reports as required on the basis of such analyses;
- To assist the Property Services Manager in the preparation of specifications and other tender documentation to ensure best value in relation to price and quality. To assist as required in checking tender documentation;
- To oversee works on site and to undertake role of Clerk of Works. This will include:
 - Proper familiarisation with each scheme at the pre-contract stage;
 - Effective supervision of all on site activities;
 - Providing progress reports to the Property Services Manager as and when required;
 - Organisation of and attendance at site meetings;
 - Ensuring that snagging and checking off are carried out. This will include attendance at handover stage to ensure correct snagging list is produced and that any defects are remedied;
 - Dealing with problems that arise within the defects period. This will include providing assistance in ensuring that defects identified during the defects liability



- period are remedied quickly and in accordance with the correct procedures, plus assistance in dealing with latent defects; and
- Ensuring that, wherever appropriate, the Property Services Manager is promptly advised of any problems in relation to specifications, contractors, sub-contractors, suppliers, materials or any other relevant matters.
 - To act as a link between the Group and any external consultants. To assist the Property Services Manager in the supervision of tasks undertaken by such consultants;
 - To assist the Property Services Manager in all aspects of contract administration. This will include attendance at site meetings, preparation of written reports and assistance in producing contract documentation. To assist in ensuring that all contractors and sub-contractors comply with statutory and policy requirements including those relating to tenant liaison and equal opportunities. To assist in developing and maintaining the Groups list of approved contractors;
 - To ensure Contractors are robustly managed and standards adhered to;
 - To assist in the resolution of legal disrepair cases;
 - To provide assistance / guidance to operatives / administration staff on repairs service and technical advice;
 - Assist in ensuring all insurance claims are dealt with in line with the Associations procedures; and
 - To ensure daily documented records are kept on inspections, visits and observations with evidence utilising technology as appropriate.

Property Inspections

- To undertake programmed surveys of the Group's housing stock to provide data for addition to the computerised stock condition database. Inspections include stock condition, Energy Performance surveys and technical surveys;
- To carry out property condition surveys and pre-inspection of necessary repairs. To prepare reports, schedules, quantities, costs and diagrams as appropriate;
- To undertake post-inspection of building work. To ensure that works have been correctly carried out and quantities and charges applied appropriately. To resolve any problems arising and authorise charges;
- To authorise (with the Property Services Manager) variations to building works as appropriate;
- To carry out surveys and inspections that may cover any part of the building fabric to a diverse range of stock, necessitating use of ladders and working at height on scaffolding from time to time ;
- To undertake post inspection of building work. To ensure works have been carried out in accordance with the specification, and quantities and costs are in accordance with the Contractors Priced tender submission
- To post-inspect, authorise and check payments for works. This will include post-inspection of targeted samples; and
- To carry out land and property surveys required to respond to the Groups property functions.



Communication

- To assist the Property Services Manager in ensuring effective liaison with Housing Management in respect of development and planned maintenance or day to day repairs;
- To assist in ensuring that tenants and residents are properly consulted in respect of development and planned maintenance programmes. This will include providing information attending meetings and making presentations about proposed works;
- To develop and maintain effective channels of communication with other sections of the Group;
- To develop and maintain effective channels of communication with all contractors, sub-contractors and agents; and
- To actively seek the views of tenants and to work with tenant groups to develop appropriate changes in the way the service is delivered.

Records and Information

- To carry out administrative and clerical tasks associated with the post;
- To assist in maintaining and developing the computerised database of the Groups properties; and
- To assist in using the Groups records to look for trends in spending, stock condition, defects on properties and to address these accordingly.

Service Delivery

- To ensure a high level of Customer Care is delivered to tenants and other customers in delivering a service in line with the Groups policies and procedures;
- To assist in delivering & reporting on service delivery against performance indicators and in reviewing the appropriateness of such indicators as required to achieve Best Value;
- Carry out the necessary consultation, ordering and management of contracts including dealing with leaseholders, as appropriate;
- To deal with any complaints within the complaints procedure guidelines & policy and respond appropriately;
- Carry out your role in a manner, which assures that all works activities fulfil the Association's legal and statutory obligations; and
- To ensure works are tailored to the needs of customers.

Policy and Procedures

- To assist in reviewing and developing policies and procedures across the management area; and
- To assist in the preparation of reports and plans.



Health and Safety Responsibilities

- To assist in ensuring that all work undertaken by the Group and its contractors complies with current Health and Safety legislation;
- Follow the Groups Health & Safety Policy at all times; and
- Work to actively promote good employee relations and safety practices in accordance with the Groups policies.

Decision Making

- Carries out duties and makes decisions in line with the Groups policies and procedures;
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels;
- Plans and organises own work load to meet deadlines in line with the departmental service plans; and
- Resolves day to day issues, or identifies matters that require escalating

General

- Promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example;
- To keep up to date with relevant legislation and best practice;
- To contribute and play a role where necessary in corporate initiatives and training;
- To provide cover for other Officers as required and to work effectively as part of a team;
- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures; and
- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit and nature of the job.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Key Team Relationships

Key Internal working relationships are with:

- Senior Managers
- Assistant Directors and Executive
- Operational Teams across the Group
- Colleagues and service users

Key External working relationships are with:

- Third party suppliers
- Partners / Agencies
- Contractors – providing agreed services on the Groups behalf

Related Competencies at Fully Effective Level:

Efficient and Effective

- Asks the “why do we do this?” question about tasks and processes
- Positively challenges processes and ways of working
- Contributes positively to delivery of team VFM

Customer focus

- Anticipates customer issues and needs in advance and takes positive action
- Is consistently confident and professional when dealing with customers
- Will do that bit extra for the customer and will go the extra mile to help
- Role models the importance of customer focus with others
- Identifies and removes barriers to the delivery of service
- Involves the customer in developing the service

Working Collaboratively

- Actively support and promote agreed team decisions
- Supports team spirit and diffuses potential problems and conflicts
- Co-operate within own team and across teams
- Goes the extra mile to help colleagues
- Champions diversity
- Champions teamwork by ‘living’ the Groups values in everything they do



Organisational awareness

- Makes sound decisions in difficult cases and implements practical solutions to problems
- Takes account of the effect and impact on the organisation of their own actions
- Actively promotes the work of WCHG with customers and colleagues
- Demonstrates an understanding of the link between the strategy and operational activity

Challenges and learns

- Makes progress on several issues simultaneously
- Finds solutions when faced with difficult situations
- Adapts style and approach to meet changing demands
- Ensures agreed changes are implemented / supported
- Embraces change