

## Job Description

<b>1. Job Title</b>	Senior Maintenance Surveyor (Planned)
Service	Housing and Property, Community
Team	Property Services
Date Prepared/Revised By	12 May 2021 / Vincent van der Meulen
Post Accountable to	Planned Works Manager
Post directly responsible for employees(number of workers)	Direct Supervision: 0 Indirect Supervision: 24 (20 External Contractors plus 4 Technical supervision of Maintenance Surveyors' work)
<b>2. Main Purpose</b>	
Provides technical supervision to the Maintenance Surveyors (Planned), is responsible for assessing, specifying, diagnosing, valuing, approving Planned Maintenance, Improvement and Adaptations works to the Council's housing stock and DFGs to private housing. Undertakes contract administration, quality control and customer liaison.	
<b>3. Key Contacts</b>	
<b>Internal:</b> Managers and Supervisors within the Housing and Property Service; colleagues throughout the council, e.g. Planning, Building Control	
<b>External:</b> Tenants, Leaseholders, Private Householders/Landlords, Social Services / Health workers, Contractors' Managers/Supervisors, Police, Insurers, members of public.	
<b>4. Main Accountabilities</b>	
<ol style="list-style-type: none"> <li>1. Technical supervision of Maintenance Surveyors and assisting the team Manager in delivering the work of the Planned Works team.</li> <li>2. Providing quality control, tenant liaison and customer care roles on site.</li> <li>3. Ensuring work is carried out safely, as specified and in accordance with legislation, Regulations, Codes of Practice, industry Best Practice, etc.</li> <li>4. Assisting in the implementation of the principles of Best Value and driving continuous improvement in service delivery.</li> <li>5. Assisting colleagues across the council as directed.</li> </ol>	
<b>5. Standard Accountability Statements</b>	
<b>Health and Safety:</b> You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Health, Safety Responsibilities (HSR) for your post.	
<b>Equality and Diversity:</b> The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.	
<b>Learning and Personal Development:</b> The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.	
<b>Data Security:</b> Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority.	
<b>Safeguarding Policy and Procedures</b> The post holder will adhere to all the Council's Safeguarding Policy and Procedures.	

## 6. Job activities

### Main duties and responsibilities relating to accountabilities identified above.

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| 1.0 | <p>Technical supervision of Maintenance Surveyors and assisting the team Manager in delivering the work of the Planned Works team.</p> <ol style="list-style-type: none"><li>1. Provides Technical supervision and oversight for the Maintenance Surveyors.</li><li>2. Prepares designs, specifications and sketch drawings as required for tendering and carrying out works; develops programmes of work, surveys properties, liaises with contract supervisors, liaises with Social Services/Health workers, raises and issues orders, validates financial claims and invoices.</li><li>3. Identifies properties in need of greater than usual investment in order to meet the required standard, assesses the need and advises the team Manager, noting which (if any) of the property elements in poor condition may be due to tenant misuse.</li><li>4. Maintains constructive relations with contractors, monitors their performance, deals with day-to-day queries, referring more complex issues to the team Manager.</li><li>5. Decides upon variations required or those requested by the contractor within specified budgetary limits; values completed works in collaboration with the contractor and using a Schedule of Rates.</li><li>6. Prioritises their own work within specified limits. Maintains digital Property records, team records and diaries, personal diaries and time records; submits regular reports to the team Manager on progress against targets and contractor performance; uses and interrogates digital systems to support their work.</li></ol> |
| 2.0 | <p>Providing quality control, tenant liaison and customer care roles on site.</p> <ol style="list-style-type: none"><li>1. Provides a proactive quality control service for the client, ensuring work is carried out to the agreed standards and specifications; takes action through the contractors' supervisors where these are not being met; advises the team Manager if a contractor is consistently not meeting standards.</li><li>2. Liaises with tenants and others affected by the works, to promote the smooth organisation of the works, creating as little disruption as is practicably possible; acts as an advocate for the tenant where difficulties are experienced during the works; liaises with colleagues in Housing &amp; Property if tenant behaviour becomes obstructive to the works.</li><li>3. Keeps records of any issues arising during the works and assists the team Manager with the resolution of complaints, disputes, claims and the like by providing and collecting records and information.</li></ol>   |
| 3.0 | <p>Ensuring work is carried out safely, as specified and in accordance with legislation, Regulations, Codes of Practice, industry Best Practice, etc.</p> <ol style="list-style-type: none"><li>1. Ensures all work is carried out in accordance with current requirements of the Health and Safety at Work Act and all legislation, regulations, Approved Codes of Practice, etc. falling under the Act as they apply to construction work and the work of the team.</li><li>2. Ensures all contractors prepare adequate Construction Phase Health and Safety Plans, Risk Assessments, Safe Systems of Work, etc., whether or not the CDM Regulations apply and that adequate records demonstrating compliance with those plans, assessments and systems are kept.</li></ol>   |
| 4.0 | <p>Assisting in the implementation of the principles of Best Value and driving continuous improvement in service delivery.</p> <ol style="list-style-type: none"><li>1. Seeks the achievement of Best Value and contributes to the continuous improvement of the team's practice and processes.</li><li>2. Undertakes training and further development as deemed appropriate to meet the needs of the Housing and Property service.</li></ol>   |
| 5.0 | <p>Assisting colleagues across the council as directed.</p> <ol style="list-style-type: none"><li>1. Maintains good working relationships with colleagues to promote and ensure good customer care.</li><li>2. Provides technical advice to colleagues and others as requested, including non-technical staff, in the interest of ensuring good quality work to council assets.</li><li>3. Carries out such duties as directed by Managers with responsibilities for the post, to ensure the effective delivery of a Property service.</li></ol>  |