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| **Job Description** | |
| **Post title** | Housing Surveyor |
| **JE Reference No** | N8682 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | Housing Team Leader |
| **Location** | Your normal place of work will be locality based but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for providing the HIA’s technical service, providing advice guidance and practical support liaising with clients and contractors in order to deliver adaptations and home improvements ensuring 100% customer satisfaction.

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| **Duties and responsibilities** |

* To work effectively with colleagues within the Housing Service, in other divisions of the Council and external agencies, taking the lead on cross cutting projects as and when required.
* To contribute to the delivery and monitoring of the Council’s budget for the delivery of decent homes initiatives and Disabled Facilities Grant.
* To visit owner occupiers and private landlords and give advice on repairs, improvements (including energy efficiency measures) and adaptations required to bring their homes up to a decent standard. This may involve the completion of HHSRS, or other equivalent property standard/fitness inspections.
* Carry out detailed surveys of properties to assess eligibility for Decent homes and Disabled Facilities Grant Assistance, liaising with Occupational Therapists as necessary, preparing detailed technical specifications, drawings, schedule of works and costing’s as appropriate including applications for planning and building regulation approval to enable work to proceed.
* To organise the procurement of works in line with the Councils agreed procedures ensuring value for money and client satisfaction is achieved.
* Supervise work on site through to practical completion, making valuations for interim payments, agreeing additional work (where appropriate) and assess and certify final accounts. Ensure work is carried out on time, to budget and in accordance with schedule of work.
* To be proactive in resolving any issues with clients; Contractors; other staff members and external agencies as they arise.
* To contribute to budget monitoring, allocation of resources and certifying invoices for payment for completed works.
* To assist with service developments as and when deemed necessary, in particular modern methods of procurement and the development and ongoing review of the technical specifications and schedule of works to ensure up to date standards are maintained.
* To be responsible for updating and monitoring information systems, producing reports and statistical information as required.
* To provide professional advice, support and reports to senior management team and attend local and regional meetings as necessary.
* To maintain an up to date professional knowledge of appropriate legal, technical and social issues in respect of grants and loans and provide briefing notes, guidance or policy change recommendations to ensure the delivery of an effective service.
* To assist in the supervision and training of other staff in the team as may be appropriate.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * HNC in Building Studies or equivalent relevant qualification. * Certification as a competent person, for the purposes of the Housing Health and Safety Rating System. | * Corporate membership of an appropriate professional body. * Qualification in Project Management. |
| Experience | * Experience of working in private sector housing grant/loan environment at a practical level. * Working knowledge of building construction. * Experience in the inspection of properties and production of technical reports. * Experience of dealing with members of the public including dealing with difficult and confrontational situations. * Managing budgets effectively and demonstrating effective performance management and commitment to the principles of continuous improvement. * Experience in project development & improvement. * Experience of partnership working in the housing arena. * Contract Management. | * Experience of working in, or with Home Improvement Agencies. * Experience of Project and Programme Management. |
| Skills & Knowledge | * Excellent verbal and written communication skills. * Excellent analytical skills and sound judgement, with ability to be objective. * Ability to motivate staff and generate a good working environment, which develops a team approach. * Ability to work corporately and in partnership with external agencies. * Financial management. * Performance management. * Strong understanding of legislation and government policy relating to decent homes and adaptations. | * Knowledge of the Supporting People Programme. |
| Personal Qualities | * Committed to equality of opportunity in employment and service delivery. * Ability to identify opportunities and risks. * Committed to acting corporately and collaboratively. * Outcome and achievement focussed. * Committed to continuous improvement. * Highly motivated with the ability to work on own initiative. * Strong commitment to customer care, service delivery, best value and value for money. * Ability to meet deadlines, handle heavy workloads and work under pressure. * Current valid driving licence and access to a car or means of mobility support. * May be required to work outside of normal office hours. |  |