

Job Pack

Maintenance Surveyor



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Maintenance Surveyor
Department	Service Delivery
Division	Homes First
Grade / salary	E
Reports to	Senior Maintenance Surveyor
Date prepared	September 2022

Job Purpose

1. **To provide maintenance surveying and contract administration service to the Repairs Team of Homes First. Overseeing works relating to void properties, disabled adaptation and day to day repairs.**
2. To ensure the repairing obligations to residents are delivered within the terms of its tenancy agreements, leases, management agreements, contracts with supply chain partners and statutory obligations.

Key Tasks

1. Arrange appointments with customers to survey properties
2. Inspect and diagnose defects in building fabric and associated services.
3. Write clear specifications and schedules of work for voids, adaptations and repair work.
4. Produce costed schedules of work using schedules of rates or spot price estimating.
5. Where appropriate write reports to refer repair work for inclusion in larger major works programmes.
6. Supervise works in progress for voids, adaptations and repairs
7. Issue variation orders and further instructions as and when required.
8. Evaluate, approve or reject claims and invoices received from contractors in accordance with the terms of contracts and the Contract Procedure Rules and Financial Regulations.
9. Inspect and sign off completed work and deal with substandard work as per the provisions stipulated within contracts.
10. Investigate and respond to customer enquiries in a timely manner in accordance with service standards.
11. Investigate poor feedback and complaints received from residents and take immediate action to remedy dissatisfaction or manage the complaint following the organisation's complaints procedure.
12. Respond to enquiries from FOI requests, Councillors, MPs, Ombudsman and other statutory bodies.
13. Obtain fee proposals from specialists and consultants by issuing clear written briefs for the services required.

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14. Instruct and manage specialist contractors and consultants and act as clerk of works where required to ensure objectives and standards are being delivered.
 15. Obtain tenders and quotations in accordance with the Contract Procedure Rules.
 16. Evaluate tenders and quotations, complete tender register and write tender reports with recommendations.
 17. Issue orders to contractors, suppliers and consultants using the purchase order systems in place.
 18. Maintain appropriate records relating to Projects, Dwellings, Blocks, Tenancy Files, etc.
 19. Ensure all interested parties are kept informed with information required and at the appropriate time.
 20. Deal with insurance claims in accordance with the terms of the block policy.
 21. Ensure section 20 notices are issued to leaseholders where required.
 22. Provide technical support to non-technical staff and the customer contact centre as and when required.
 23. Monitor and report on the performance of contractors engaged on service contracts and works related to statutory compliance.
 24. Ensure that repairs work are undertaken in accordance with statutory duties in relation to asbestos, legionella, fire risk, estate safety and other compliance areas.
 25. Attend contract review meetings with supply chain partners and estate walkabouts with housing management staff and resident groups.
 26. To undertake such other duties as appropriate to the grade and designation of the post as required by the Head of Property Services.

Corporate Accountabilities

- 1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.**
- 2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations**
- 3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities**
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
- 5. Any other duties commensurate with the nature of the post.**
- 6. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.**
7. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Councils' purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self-Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION FOR MAINTENANCE SURVEYOR

1. QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • GCSE or equivalent English & Maths • Recognised Building/Technical Qualification for example degree / diploma in building surveying, estate management, facilities management or working towards formal relevant qualification or equivalent professional work experience. 	<p>Desirable</p> <ul style="list-style-type: none"> • Membership of relevant professional body i.e RICS, CABE, IOCW, CIBSE, CIOB, NEBOSH
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2. TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Health & Safety (related to construction) • Asbestos Awareness 	<p>Desirable</p> <ul style="list-style-type: none"> • Asbestos Management
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3. SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Effective Communication skills (oral and written) • Excellent inter-personal skills • Financial awareness • Customer focus • Effective time management • Excellent team player • Ability to work under pressure and meet targets/ deadlines • Able to use Microsoft Office, Outlook, Word and Excel applications to a reasonable standard 	<p>Desirable</p> <ul style="list-style-type: none"> • Budget Management • Commercial Awareness
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4. KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Domestic Building Construction and Maintenance • Building Pathology • Health & Safety including CDM Regulations • Building and Planning Regulations • Schedules of Rates 	<p>Desirable</p> <ul style="list-style-type: none"> • Contract Law • Equality and Diversity • Statutory compliance relating to rented housing • Leasehold Management
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5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Customer Care • Handling difficult situations 	<p>Desirable</p> <ul style="list-style-type: none"> •
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<ul style="list-style-type: none"> • Responding to complaints • Contract administration • Project supervision • Diagnosing defects in buildings • Writing specifications and schedules of work • Estimating repair costs using schedules of rates • Managing insurance claims • Working with specialists and consultants 	
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7. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to work within the councils’ core competency framework • An engaging, enthusiastic and positive manner with a strong “can do” approach • Current driving licence and access to a car for work • Able to climb ladders and scaffolding • 	<p>Desirable</p> <ul style="list-style-type: none"> • Ability to work out of hours to deal with out of hours contractor queries and to take part in the out of hours emergency stand by rota •
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band E:

Salary

The spinal column points (SCP) for the post are as follows:

SCP 25	£ 32,020
SCP 26	£ 32,909
SCP 27	£ 33,820
SCP 28	£ 34,723

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.

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- Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Essential User Car Allowance

In order to perform your duties, it is essential that you have available the use of a motor vehicle and, therefore, you will be paid an essential user car allowance. This allowance is reviewed annually and may be withdrawn or amended if the circumstances in which it is granted change.

You will be entitled to mileage as an essential user on official council business.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

Pay Range	Contribution
Up to £15,000	5.50%
£15,001 to £23,600	5.80%
£23,601 to £38,300	6.50%
£38,301 to £48,500	6.80%
£48,501 to £67,900	8.50%
£67,901 to £96,200	9.90%
£96,201 - £113,400	10.50%
£113,401 - £170,100	11.40%
£170,101 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.50%