**Job Profile Information: Building Surveyor**

**This supplementary information for Building Surveyor is for guidance and must be used in conjunction with the Job Capsule Buildings and Structures, Job Level 3 Zone 2, Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To play a key role in the day to day Property Management of the Commercial Property Portfolio by providing skilled client-side project management for a varied range of reactive repairs, capital and revenue projects within our commercial estate. This role is responsible for ensuring that reactive repairs requests are assessed and addressed as appropriate, building projects are planned, managed and delivered to ensure our commercial assets are improved, applying innovation, best practice and best value in commissioning and delivery.

The post holder will be required to interpret leases and prepare reports for property managers on tenants’ modifications and alterations, providing reports on outstanding repairs under tenants’ obligations, and assist in any action taken to ensure compliance with lease terms building and health & safety regulations. The post holder will be required to advise on tenant and landlord responsibilities and take appropriate action in respect of repairs.

The key objectives are to ensure our commercial buildings are maintained in accordance with lease responsibilities, compliant, upgraded where necessary and to implement a rigorous process in order to continuously manage building maintenance & health and safety while supporting the Council’s ambition to have the best commercial assets in London. This will also include identifying and working within the appropriate budget provision and meeting the Council’s objectives.

**Key aspects of the role:**

* To be main contact for reactive repair requests from business tenants and valuers, this will include the scrutiny of costs, payment of contractors and keeping clear records.
* Project manager for building, refurbishment and remodelling projects from inception to completion, including responsibility for monitoring budget, design quality, timescale, and liaison with users and other Council departments. Project values will vary from small (under £100k) to parts of larger projects.
* To undertake the process of receiving details of repairs required, assessing the action necessary, diagnosing, specifying and supervising a wide range of repairs, including building fabric, mechanical and electrical services, and also be responsible for initiating and supervisory works in respect of Health & Safety, Sustainability and DDA works.
* Project manage the procurement, appointment and work of consultants and contractors, including responsibility for delivering projects within the agreed timescales and budget and obtaining value for money.
* Provide information for monitoring, implementing and reporting on all commercial buildings, and strategic improvements to these assets regarding Health and safety and Compliance.
* Support valuers and monitor commercial building works while liaising with 3rd parties e.g. tenants and/or leaseholders who may be carrying out their own building works following council consent.
* Apply a sound knowledge of construction procurement processes, technical issues and changes in building, planning and other regulations. Keep up to date with other departments for specific requirements and recommendations, and those of relevant technical organisations.
* Contribute to the overall work of Property Services with cross service working within the Department and the Council

**Example outcomes or objectives that this role will deliver:**

* Fully support valuers in day to day interactions with business tenants and repair requests, keeping clear records of works undertaken e.g. costs, maintenance, compliance etc.
* Lead works regarding sums which will be recovered from business tenants as part of service charges
* Works are planned in sufficient time to allow for completion of tenant leases, internal and external approvals and processes, procurement of works, and with the impact of the projects fully articulated, risk managed and accounted for.
* Building project specifications and designs are of high technical and architectural quality, with imaginative, practical and cost effective solutions that meet the commercial portfolios environmental needs.
* Identifying issues and risks, finding solutions and being confident in representing the project plans, whilst driving high performance from external providers
* Options are analysed and selected on a sound and auditable basis, for cost-effective use of resources to maximise the physical environmental and safety improvements and developments to the councils assets
* Buildings and assets are safe and maintained to high standards, with clear and timely surveys, management plans, documentation and procedures in place e.g. asbestos management plans, fire risk assessments, water hygiene risk assessments, condition surveys and any other relevant certifications.
* Record keeping and reporting on all projects under his/her control is clear, relevant and timely, for sound decision making and accountability purposes
* Financial management of works is sound and transparent; budgets are planned and monitored, spending targets are met and works are delivered within budget, including monthly monitoring of actual spend against projections with variance reporting where necessary.
* Information is provided for bids for funding in good time and robust cases are made to secure funding to support project objectives
* Commercial tenants are supported in their property management responsibilities, and the Council’s landlord responsibilities for property management are fulfilled, with timely advice, best practice guidance, relevant surveys and follow-up actions
* Liaison with other Council departments is effective and strong partnership relationships are built, e.g. legal, procurement and possibly development planning are involved and able to contribute to the development and delivery of the project works
* All risks are identified, assessed and managed proactively to the benefit of the works, in accordance with Council policies and practices, and communicated and escalated appropriately
* Maintenance, facilities management, energy efficiency, bio-diversity, sustainable construction and safety measures (etc.) are incorporated in the delivery of the capital and revenue projects.
* Consultation and ongoing liaison with tenants, officers, communities and members is used to establish and develop consensus on how to achieve maximum benefit from any projects for the community
* Senior officers and Directors are regularly briefed on project progress, risks, aims and budgets, including timely and appropriate alerting to risks and issues which are likely to affect (for example) compliance performance, the public or the Council’s reputation.

**People Management Responsibilities:**

This post is one of Career Practitioner in the Property Management Service, together with property valuers, other project managers and senior officers, and having direct responsibility for project management standards, risk and performance of providers and consultants on his/her projects. The role will involve managing and motivating service providers (including outside of the Council) to achieve objectives and standards, with no formal line management responsibility.

The service operates on the principle of enabled and empowered teams, with a high degree of matrix management and the post polder will therefore contribute to areas of work involving staff across the service. The post holder is responsible for ensuring that him/herself and colleagues working in Commercial property management have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice whilst proactively contributing to the continuous improvement of the service.

Responsible jointly for the work of the Property Managements team within the context of the Camden Plan of working: by taking a lead in delivering services for the people of Camden, working as one team, taking pride in getting the work right, first time, and finding better ways to deliver results. This may include taking part in appropriate / relevant mentoring, training and development, and working with colleagues to improve performance across the team.

Because the Council operates in an ‘agile’ way with staff working in various locations and at home, the post holder will be working together with staff who are often not physically in the same workspace.

**Relationships:**

* The post holder is wholly accountable for their areas of responsibility– a combination of day to day reactive repair works, projects and cross-service objectives – and project budgets.
* The post involves decisions and management of risk which impact on the Council’s reputation and relationships with commercial tenants, residential tenants, the public and elected members, through performance on projects and compliance related activities.
* The post holder will need to exercise considerable initiative and will be expected to work autonomously to ensure service objectives are met to deadlines. This will include contributions to reports as well as possible press briefings and responses to internal and external stakeholders or tenants and residential associations.
* The post holder will liaise regularly with internal and external stakeholders and manage external consultants and contractors. A significant proportion of the role is about understanding repairing obligations, managing business tenant’s expectations, and advising on responsibilities. Considering stakeholders’ needs and issues, as well as Council objectives, using project management skills to ensure these are communicated and built into contractual and performance requirements. The post holder will need to have strong project leadership and inter-personal skills, the ability to develop networks and working relationships and use them to good effect.
* Regular contacts include: business tenants, members of the public, heads of service and service managers within the Property Management team and colleagues across the Council, councillors, contractors, representatives from external organisations, and the Council’s comm’s teams.
* You will need to be able to write and speak in a style and with conciseness, clarity and focus which communicates effectively to the situation and audience and prepare simple work specifications

**Work Environment:**

The post holders will be required to visit commercial buildings and where applicable to wear personal protective equipment from time to time. Although the job has an office base, the post holder will be expected to undertake regular site visits to a range of commercial buildings such as shops, light industrial units, offices, storage units, council offices and other as requested to investigate disrepair issues and compliance.

The post holder will be required to attend occasional evening meetings.

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s policy of a paperless and flexible work environment, which may include working from home or site.
* The post holder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.

**Technical Knowledge and Experience:**

* Qualification in a building construction / building services discipline or equivalent experience.
* Accreditation by a relevant institute or professional body (for example, project management, RIBA, RICS or CIOB) is desirable but not essential
* Technical knowledge and quality inspection experience **OR** experience in project management of technical and/or health and safety projects
* Experience in managing building projects involving mechanical and electrical services
* Proven ability to project manage building projects and risk in occupied premises.
* Excellent interpersonal skills including influencing and negotiating skills.
* In-depth knowledge of one or more of the following areas: building project management, contract management, quality control, compliance, building surveying, mechanical and electrical services, architecture or procurement.
* Expertise in commercial building projects, maintenance and asset management
* Understanding of and skill in project budget planning, budget management, and reporting
* Fluent skill in use of IT as a tool for comms, records management, drawing manipulation etc., incl. MSWord, Excel, Project and PowerPoint
* Ability to innovate and take initiative yet be a team player
* Management skill to manage a multi-disciplinary team of contractors/consultants on technically complex projects
* Project leadership skills to motivate and lead on a range of projects involving and closely impacting upon shops below residential apartments and other stakeholders.
* Ability to draft clear and concise contributions to reports for formal decision making, e.g. to Directors, Cabinet and procurement and other Boards
* A clear understanding of how to further Camden’s objectives in respect of equality and diversity
* An understanding of, and interest in, current issues in architecture and design particularly in relation to commercial buildings.
* An understanding and appreciation of sustainability and environmental issues in relation to construction and development

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1

**Chart Structure**

**Head of Property Planning and Asset Management**

**Vacant**

**Senior Practitioner – Commercial Property**

**Christine Dove**

**Asset Management Project Lead**

**Kurtis Lee**

***Interim***

**Building Surveyor**

Vacant

**Valuers**

Sharon Wallace

Grant Fischer

Laurence Robotham

Ayla Braho

Priya Thakur (interim)

**Commercial Property**

* Landlord and Tenant Act duties for 1,000 commercial properties
* Rent reviews & lease renewals & consents
* Marketing and lettings
* Best use of assets project