**Job Profile Information: Building Surveyor**

**This supplementary information for Building Surveyor (Commercial)is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 4 Zone 2**

**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 ensure Camden’s commercial properties (c. 1,000 units across the Borough) which are let on Effective Full Repairing and Insuring leases are maintained to high technical standards, ensuring that buildings are safe, comfortable and serviceable. This role is responsible for surveying, specification, procurement and delivery of works to Camden property portfolio including, commercial, commercial under residential, Voluntary and Community sector and other ad hoc buildings which feature in the Commercial Property Portfolio.

**Key aspects of the role:**

* Working closely with the Council’s contractors, both in-house and third party, and ensuring that the properties are maintained in accordance with the terms of the lease and best practice.
* Ensuring that repair requirement are dealt with as promptly as possible, to reduce any risks of disputes over rent.
* Contributing to project planning and delivery based on knowledge of building maintenance issues experienced in a diverse property portfolio.
* Ensuring that the Council, as Landlord, is fulfilling its lease covenants in respect of repair, maintenance, dilapidations claims, fire risk, and health and safety.
* Ensuring that building maintenance practice contributes to continual reduction of carbon emissions
* This is a key role for a building surveying technical professional, with responsibility for identifying and defining technical practices and procedures with regards to building maintenance, contributing to the Camden Plan objectives of sustainable communities with safe property that is maintained to the highest standard.
* Working closely with the Head of Service and Team Leaders, the post holder is expected to work to high standards of technical and contract management practice and to work closely with and support others in the team to ensure consistency in practice and outcomes.
* The role combines building technical skills and knowledge with understanding of building pathology and the built environment with excellent communication practice.

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

* Compliance with the Councils role in estate management with respect to its obligations to carry out reactive repairs, improvements and planned  maintenance
* Reactive repairs and planned maintenance are specified to a high standard and carried out to agreed and appropriate timescales and at appropate times, according to void periods/lease covenants etc.
* Stakeholders are supported in understanding maintenance costs and in agreeing final accounts
* Audits of contractor performance are carried out, including reporting and recording the results of the audits and using these to bring continuous improvement of performance.
* Maintenance issues are investigated and resolved in a timely fashion, and used proactively to improve maintenance practice and pre-empt future problems, by contributing to forward planning of capital projects
* Compliance issues are recognised and resolved or escalated
* Contracts for building consultancy or building works services are planned, briefed, specified, procured and managed in accordance with Council policies and procedures and the agreed outcome delivered
* Work is carried out to high technical and quality standards, and with confidence, skill, capability, reliability and articulacy.  Keep up to date and apply appropriate skills, training, motivation and understanding of the role and purpose to deliver high quality services and technical supervision of the contractor.
* Work is carried out positively and in partnership with the contractor to enable and motivate them to carry out their responsibilities
* Constructive working relations are established with maintenance teams for all the commercial property buildings, to identify common issues and solutions, and training opportunities
* Risks are reported and escalated, to ensure that every possible action is taken to and that the use of property is maximised and does not have to close or operate in poor or unsafe conditions due to maintenance failures
* Maintenance, facilities management, energy efficiency, bio-diversity, sustainable construction and safety measures are incorporated in the delivery of capital and revenue projects.

**People Management Responsibilities:**

* The role involves managing and motivating project teams (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 project and property management have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice, and proactively contribute to continuous improvement of the service.
* Responsible jointly for the work of the Property and Contracts team within the context of the Camden Way 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 includes taking part in appropriate / relevant mentoring, training and development, and working with colleagues to improve performance across the team.

**Relationships:**

* The post holder will work closely with the Head of Service, a general practice surveyor, and so will be largely working as an autonomous but nevertheless critical entity within the commercial property team. The work will be incredibly varied – from a blocked gutter one day to project managing a retail fit out of a new build unit.) They will need aa combination of technical and contractual repairs and maintenance standards, project delivery and cross-service objectives. S/he will be required to exercise discretion and make decisions in relation to achieving service outputs, and with responsibility for developing and improving the service
* The post holder will have responsibility for decisions and management of risk, which impact on the Council’s reputation and relationships with its various stakeholders including officers, Members, contractors, commercial tenants and residents.
* The post holder needs to exercise initiative and is expected to work autonomously to ensure service objectives are met to deadlines.  This includes providing information to contribute to reports for the Directorate Management Team as well as to occasional briefings and responses to internal and external stakeholders on complex matters.
* The post holder will liaise regularly with internal and external stakeholders. There is also liaison with and management of contractors on a regular basis and occasionally with consultants. A significant proportion of the role is about understanding and meeting technical regulations and codes of practice, as well as the operational needs of the diverse property users in the context ofCouncil objectives.
* The post holder needs to have strong inter-personal skills, the ability to develop networks and working relationships and use them to good effect.
* Regular contact includes all building users and other technical staff across the Council, senior officers, representatives from external organisations, and the Council’s communications teams.  S/he needs to be able to conduct both complex and robust technical negotiations with contractors to ensure standards are met
* The post holder needs to be able to communicate effectively and produce written reports as required. S/he needs to be able to create support for maintenance standards and practices by building strong relationships with all stakeholders including contractors and officers, and in turn supporting them in their objectives.

**Work Environment:**

* The post holder will be required to carry out regular and frequent visits to inspect buildings and repairs which may involve visiting building sites. This may include working at height. The post holder will be expected to comply with H&S regulations and to wear personal protective equipment.
* The post holder will be required to be occasionally contactable for emergencies out of hours.
* 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 at home for part of the week.
* The post holder will operate within a complex and occasionally sensitive framework. Confidentiality and discretion must be observed at all times.

**Technical Knowledge and Experience:**

* Preferably a member of RICS or CIOB the post holder will have an appropriate surveying or engineering qualification or equivalent experience
* Experience of managing contractors, including FM services contracts
* Experience in drafting technical specifications for building fabric and/or M&E works
* Significant technical knowledge and survey/quality inspection experience
* Excellent interpersonal skills including influencing and negotiating skills.
* Risk management experience
* Experience in following policies and procedures and using them to achieve agreed objectives
* Expertise in educational building maintenance and asset management is desirable
* Fluent and skilled in the use of IT as a tool for record management, communication and other purposes. Must be literate in use of MSWord, MSExcel, and asset or facilities management databases
* Ability to innovate and take initiative yet be a team player
* Excellent communication skills in English, both written and verbally
* A clear understanding of how to further Camden’s objectives in respect of equality and diversity
* An understanding and appreciation of sustainability and environmental issues in relation to construction and building maintenance

**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:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>