

## Job Profile – Contract Building Surveyor

**Job Title: Contract Building Surveyor**

**Job Grade: Level 5 Zone 2**

**Salary Range: £51,542 - £62,995**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the role**

Reporting to the Programme Manager, ensure Camden's property portfolio is maintained to high technical standards and that our buildings are safe, comfortable and serviceable. This role is responsible for the delivery of Camden's surveying role across built assets including M&E services and may include management of works packages to the value of £10m. The role is also responsible for the vetting and approval of requests from residents of residential property for alterations to their homes and as such demands the requisite skill in building design and pathology and in-depth knowledge of Building Regulations, Health & Safety and compliance issues.

### Key aspects of the role:

- This is a key role for a building surveying technical professional (Career Practitioner), with responsibility for identifying and defining technical practices and procedures with regard to building maintenance, contributing to the Camden Plan objectives of ensuring our properties are safe and fit for purpose
- Work closely with the Programme Manager to ensure works are correctly specified and ensure that Camden's properties are maintained in accordance with the contract and best practice.
- Monitor the contractor's technical performance as directed by the Programme Manager, resolve complex or persistent building maintenance issues, and advice on technical maintenance issues.
- Contribute to capital project planning and delivery based on knowledge of building maintenance issues
- Ensure that building maintenance practice contributes to the continual reduction of carbon emissions from our buildings
- Working closely with senior staff, including Mechanical and Electrical, the post holder is expected to work to high standards of technical and contract management practice, as well as working closely with and supporting other colleagues in the team to ensure consistency in practice and outcomes.
- The role combines building technical skills and knowledge with understanding of the built environment, along with excellent communication and interpersonal practices.

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

- Ensure contractors comply with their obligations to carry out reactive repairs, improvements and planned maintenance
- Reactive repairs and planned maintenance are specified and carried out to agreed and appropriate timescales by contractors
- Client representatives are supported in understanding charges applied for from the contractor for reactive works and in negotiating / agreeing settlements for inappropriate charges
- 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. The key performance indicators under the contract are audited and recorded and the project manager has appropriate information to take timely and accurate contract payment deductions where necessary
- Building maintenance technical expertise is up to date and applied to diagnose causes and mechanisms of failure to building fabric and services, and to procure solutions
- Complex or recurring maintenance issues across all property types are investigated and resolved in a timely fashion, and used proactively to improve maintenance practice and pre-empt future problems, including 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 the Council policies and procedures and deliver the agreed outcomes
- Options are developed, analysed and selected on a sound and auditable basis, for cost-effective use of resources to maximise the physical environmental and safety improvements to the Council's schools and children's centres
- Work is carried out as a team with other staff to high technical and quality standards, 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 support to client officers 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
- Close and integrated working by the technical maintenance staff together with the contract manager and building asset, compliance, sustainability and project officers deliver a seamless service across the Property Management division
- Constructive working relations are established with maintenance teams for other types of Council buildings, to identify common issues, solutions and training opportunities
- Risks are reported and escalated, for example, to ensure that every possible action is taken to prevent schools from closing or operating in poor or unsafe conditions because of maintenance failures
- Maintenance, facilities management, energy efficiency, bio-diversity, and sustainable construction and safety measures (etc.) are incorporated in the delivery of capital and revenue projects.

### **About you**

- 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 surveying/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 records management, communication and other purposes. Must be literate in the use of MSWord, MS Excel, 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 verbal
- 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

**Work Environment:**

- The post holder will be required to carry out regular and frequent visits to residential, commercial and educational buildings to inspect, specify and manage works; this will involve visits to dirty and noisy building sites and wearing personal protective equipment.
- The post holder will be required to attend meetings out of hours and be occasionally contactable for emergencies outside business 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 or in a different office 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.

**People Management Responsibilities:**

This post is one of Career Practitioner having direct responsibility for building maintenance technical standards, risk and performance of staff, contractors and consultants. The service operates on the principle of self-managed teams, involving a high degree of matrix management within Property and Contracts and the post holder will lead areas of work using staff resources across the service, without having direct line management responsibility.

The post holder is responsible for applying and supporting colleagues to have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice, and proactively contributing to continuous improvement of the service.

The post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues, whilst working with colleagues to manage performance in accordance with and using the tools from Camden's performance management procedures.

### **Relationships:**

- The post holder is wholly accountable to the Programme Manager for the areas of responsibility assigned to them – which will be a combination of technical and contractual repairs and maintenance standards, project delivery, and cross-service objectives. The post holder 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 is responsible for decisions and management of risk which impact on the Council's reputation and relationships with property users, the public and elected members, through performance on technical and contractual compliance
- The post holder needs to exercise considerable initiative and is expected to work autonomously to ensure service objectives deadlines are met. This includes providing information for contribution 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 liaises 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 operational needs of various buildings in the context of Council objectives. The post holder needs to have strong interpersonal skills, the ability to develop networks and working relationships and use them to good effect.
- Regular contacts include other technical staff across the Council, senior officers, representatives from external organisations, and the Council's communication teams. S/he is required to conduct both complex and robust technical negotiations with contractors to ensure standards are met and lead sensitive negotiations with the client officer
- The post holder needs to be able to write and speak in a jargon-free style and with conciseness, clarity and focus which communicates effectively to the situation and audience. S/he needs to be able to build support for maintenance standards and practices by building strong relationships with contractors and officers and in turn supporting them in their objectives.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.