

Job Pack

Surveying Services Manager



Lewes District Council



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”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	Surveying Services Manager
Department	Property & Development
Division	Housing Property Services
Grade / Salary	Band F
Reports to	Works Delivery Manager
Direct Reports	Surveyors x 5
Date prepared	June 2024

Job Purpose

To line manage surveyors that provide surveying and contract administration services in the Housing Property Services team.

To provide expert technical guidance and support to surveyors and other non-technical staff to enable them to deliver repair and capital investment services through the supply chain partners and consultants.

To ensure repairing obligations to residents are delivered within the terms of tenancy agreements, leases and management agreements.

To ensure services are delivered effectively and safely and the terms of contracts with supply chain partners and consultants are fully met.

Key Tasks

- Lead on the design and procurement of effective work contracts, including repairs, maintenance, voids, aids and adaptations, major works, and capital investment, having regard for the Contract Procedure Rules and engaging the corporate procurement and legal teams.
- Ensure the team deliver effective contract administration and project management at all times.

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- Ensure effective design, procurement, delivery and cost control of all investment and cyclical works contracts.
 - Ensure efficient data input into asset management database and project plan.
 - Produce executive reports for Corporate Management Team (CMT), boards and committees as required.
 - Ensure all team members receive regular one to one meetings, training and mentoring to excel in their role.
 - Lead and direct surveyors on the resolution of complaints, enquiries by MPs, enquiries by Councillors, enquiries by Ombudsman and Freedom of Information Requests. Investigate and resolve complaints and intervene to resolve enquiries where proposed solutions have been rejected by Councillor or MP.
 - Interrogate IT systems to assist in the design of works.
 - Ensure IT systems are updated as a consequence of works undertaken.
 - Audit and scrutinise charges by supply chain partners and consultants to ensure they are consistent with terms agreed and they offer value for money.
 - Monitor allocation of work to surveyors and adjust as appropriate to meet the demands of each work stream in each area.
 - Check the quality of specifications, schedules of work, procurement and correspondence undertaken by surveyors. Ensure details of work undertaken are properly recorded and IT systems and files for properties, customers and projects are kept up to date.
 - Quality control works undertaken by ensuring adequate amounts of post work quality and financial checks are undertaken across all work streams.
 - Lead and direct surveyors on the resolution of disputes with supply chain partners, residents and third parties.
 - Provide expert technical assistance to surveyors and other staff where required on the more complex projects.
 - Write briefs to engage specialist contractors, consultants and legal assistance.
 - Ensure charges made to leaseholders are correct, section 20 notices are served and appropriate consultations are undertaken.

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- Monitor costs across all work streams to ensure charges made by supply chain partners are within the terms of contracts. Monitor average costs for response repairs and repairs to vacant property to ensure costs are meeting forecasts.
 - Periodically check that the specifications and construction methods used across all work streams are fit for purpose and they offer value for money.
 - Evaluate tender reports by Surveyors and consultants and approve projects prior to procurement.
 - Work with the Insurance Officer and Loss Adjusters to provide support to manage and resolve property related insurance claims.
 - Investigate negative results from customer satisfaction surveys, resolve customer concerns promptly and undertake regular trend analysis to improve satisfaction rates.
 - Write reports, briefs and recommendations to include repairs and major works.
 - Lead on health and safety matters across repair and major works operations to ensure staff and supply chain partners are delivering services safely and in accordance with the conditions of contracts and the Health and Safety Policy and Management Plans.
 - Be the technical lead and Housing Property Services representative on matters relating to works on new build developments and acquisitions.
 - Produce reports and recommendations for the decant and disposal of properties.
 - Assist surveyors to diagnose and remedy problems where defects to buildings are of a more complex or specialist nature.
 - Ensure works specified and procured by surveyors is done in accordance with contract procedure rules and financial regulations. Check, all instructions are in writing, purchase orders are issued with all necessary supporting documentation to ensure compliance and an adequate audit trail.
 - Maintain appropriate records relating to Projects, Dwellings, Blocks, Tenancy Files, etc.
 - Attend contract review meetings with supply chain partners and estate walkabouts with housing management staff and resident groups.
 - Ensure all team members receive regular one to one meetings, training and mentoring to excel in their role.

- To undertake such other duties as appropriate to the grade and designation of the post as required by the Head of Housing Property Services.
- Manage and co-ordinate the out of hours management cover ensuring a 24-hour service is available 365 days a year for the councils.

Corporate Accountabilities

- To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
- 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
- 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
- To understand and apply the council's Data Protection and Data Quality policy and procedures
- Deputise for Manager and cover absence of other team Managers as appropriate.
- Any other duties commensurate with the nature of the post.
- You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
- To work within the councils' Core and Management 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:

Management Competencies

Leadership	<ul style="list-style-type: none"> • Inspires and engenders commitment in others. • Leads from the front and by example. • Presents a united and corporate view.
Managing and Developing Performance	<ul style="list-style-type: none"> • Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.

Managing Resources	<ul style="list-style-type: none"> • Ensures the council's priorities are achieved through planned action programmes. • Makes best use of resources, ensuring value for money.
Managing Change	<ul style="list-style-type: none"> • Embraces, facilitates, implements and manages change to improve and develop services.

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 SURVEYING SERVICES MANAGER

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• Relevant professional qualification in surveying or estate management.• Membership of relevant professional body i.e. RICS, CABE, IOCW, CIBSE, CIOB, NEBOSH	<ul style="list-style-type: none">• Relevant management qualification

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Health & Safety (related to construction)• Asbestos Awareness• Construction (Design and Management) Regulations 2015	<ul style="list-style-type: none">• Asbestos Management• HHSRS• NEBOSH• Fire Risk Assessor

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Effective Communication skills (oral and written), including report writing.• Excellent inter-personal skills• Financial awareness• Well-developed customer service skills gained at point of delivery• Effective time management.• Excellent team player• Ability to work under pressure and meet targets/ deadlines• Able to use Microsoft Office, Outlook, Word and Excel	<ul style="list-style-type: none">• Budget Management• Commercial Awareness• Ability to produce high quality reports and financial statements.• Proficient in the design, operation and use of asset management and stock condition survey software.• Experience of interrogating management accounts and analysing performance data

applications to a reasonable standard.	
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KNOWLEDGE

Essential <ul style="list-style-type: none"> • Residential Building Construction and Maintenance • Building Pathology • Health & Safety including CDM Regulations • Building and Planning Regulations • Schedules of Rates • Damp and Mould • Working knowledge of section 20 of the Landlord and Tenant Act. • Statutory compliance relating to domestic rented property. • Party Wall Act • Designs for traditional and non-traditional housing. • Contract Law • Equality and Diversity • Leasehold Management • Building and Planning regulations • Working knowledge of partnering agreements and standard forms of contracts such as JCT Minor Works & Measured Term. • Homes Fitness for Habitation Act • An awareness of new standards and emerging legislation • Working knowledge of the Decent/Future Homes Standard, as it develops and energy rating systems such as SAP. 	Desirable
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EXPERIENCE

Essential <ul style="list-style-type: none"> • 5 years post qualification experience in surveying or 	Desirable <ul style="list-style-type: none"> • Project Management within a social housing environment
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<p>experience deemed to be equivalent</p> <ul style="list-style-type: none"> • Staff management • Property / housing management • IT systems • Customer Care • Handling difficult situations • Responding to complaints • Contract administration • Project supervision • Diagnosing defects in buildings • Writing specifications and schedules of work • Estimating repair costs using schedules of rates • Cost control of repairs and refurbishment contracts • Managing insurance claims • Working with specialists and consultants 	<ul style="list-style-type: none"> • Managing insurance claims • Experience in achieving budget savings. • Experience at managing external consultants demonstrating seamless project management to customers.
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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 • 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 	<p>Desirable</p>
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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 F.

Salary

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

SCP 32	£41,511	SCP 37	£46,731	SCP 42	£51,802
SCP 33	£42,708	SCP 38	£47,754	SCP 43	£52,805
SCP 34	£43,693	SCP 39	£48,710		
SCP 35	£44,711	SCP 40	£49,764		
SCP 36	£45,718	SCP 41	£50,788		

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.

Incident Liaison Officer

As part of the duties of this role, you may be asked to become an Incident Liaison Officer for the Council under its Civil Contingency responsibilities. This work involves taking the emergency phone for up to 4 weeks each year and being available to respond to a serious multi agency incident out of hours during the rostered weeks. You may also be asked to become a Rest Centre Manager which involves managing short-term shelter for people who are temporarily displaced from their home as a result of an emergency.

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:

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- 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.
 - 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 26 days. This increases to 30 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 two calendar months increasing to three calendar months when paid from SCP 40, 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 2025 are:

Pay Range	Contribution
Up to £17,800	5.50%
£17,801 to £28,000	5.80%
£28,001 to £45,600	6.50%
£45,601 to £57,700	6.80%
£57,701 to £81,000	8.50%
£81,001 to £114,800	9.90%
£114,801 - £135,300	10.50%
£135,301 - £203,000	11.40%
£203,001 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 6.5% increasing to 6.8% from SCP 36.