

Job Pack

Surveyor



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.
- 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	Surveyor
Department	Property & Development
Division	Housing Property Services
Grade / Salary	Band E
Reports to	Surveying Services Manager
Direct Reports	None
Date prepared	June 2024

Job Purpose

To provide surveying and contract administration services for Housing Property Services. Overseeing works relating to planned maintenance, compliance, void properties, disabled adaptations and day to day repairs and maintenance.

Ensure that the Councils comply with all statutory duties in relation to its housing stock, and welfare of tenants, staff, and contractors.

Ensure that exemplary customer communication is provided through all works streams to tenants, leaseholders, contractors, and other stakeholders.

Oversee project delivery from inception to completion, on time and within budgets.

Support the procurement of all works including repairs, maintenance, voids, aids and adaptations, major works, and capital investment, having regard for the Contract Procedure Rules.

Key Tasks

Surveying and Inspections

- Arrange appointments with customers to survey properties.
- Inspect and diagnose defects in building fabric and associated services.
- Undertake stock condition inspections.
- Write clear specifications and schedules of repair and maintenance work to instruct contractors and issues orders.
- Writing reports for damp and mould cases, complaints, disrepair claims, and complex cases.

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- Undertake pre, post and in progress inspections across all workstreams. Deal with substandard work and disputes as per the provisions stipulated within the relevant contracts.
 - Assess and authorise orders, and variations using a schedule of rates.
 - Deal with insurance claims in accordance with the terms of the council policy.
 - Overseeing works that are required to be undertaken in accordance with statutory duties in relation to asbestos, legionella, fire risk, estate safety and other compliance areas.
 - Design property solutions including structural repairs and defect solutions, and/or engaging external consultants as required.
 - Carry out scheduled estate inspections, recording and following-through all actions with internal stakeholders and contractors.

Communication and Customer contact

- Investigate and respond to customer enquiries and complaints in a timely manner in accordance with service standards.
- Investigate feedback and complaints received from residents and take immediate action to remedy dissatisfaction or manage the complaint following the complaints procedure
- Respond to enquiries from FOI requests, Councillors, MPs, Ombudsman and other statutory bodies.
- Ensure that tenant and stakeholders are kept informed of work
- Ensure the Section 20 consultations are undertaken, where applicable.
- Provide technical support to non-technical staff and the customer contact centre as and when required.
- Attend contract review meetings with supply chain partners and estate walkabouts with housing management staff and resident groups.

Project & Contract Management

- Obtain fee proposals from specialists and consultants by issuing clear written briefs for the services required.

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- Instruct and manage specialist contractors and consultants and act as clerk of works where required to ensure objectives and standards are being delivered.
 - Obtain tenders and quotations in accordance with the Contract Procedure Rules. Evaluate tenders and quotations, complete tender register and write tender reports with recommendations.
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 - Monitor and report on the performance of contractors engaged on service contracts and works related to statutory compliance.
 - Ensure effective contract management and administration at the supply chain.
 - Prepare valuations and payment certificates in line with the Housing Property Services procedures and contract conditions.
 - Ensure all projects procured achieve optimum value for money. Work closely with the Asset Manager rationalise work programmes across the organisation.

IT

- Interrogate property data to assist in cases.
- Maintain appropriate records relating to Projects, Dwellings, Blocks, Tenancy Files, etc.

General

- To undertake such other duties as appropriate to the grade and designation of the post as required by the Head of Housing Property Services.
- Ability to work out of hours to take part in the out of hours emergency stand by rota to deal with contractor queries.

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
- 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.
- This role is considered to be safety critical and will therefore be subject to the councils' drugs and alcohol policy which is contractual. The policy is available in full to all staff appointed to this role and will be applicable for the duration of their employment in this or any other role considered to be safety critical.
- 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.

	<ul style="list-style-type: none"> • 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 SURVEYOR

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • GCSE or equivalent English & Maths • Degree/HNC in a relevant discipline, 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 or CIOB
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TRAINING

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

<p>Essential</p> <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 applications to a reasonable standard. 	<p>Desirable</p> <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
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KNOWLEDGE

<p>Essential</p> <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. 	<p>Desirable</p> <ul style="list-style-type: none"> • 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.
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EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • 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 • Working with specialists and consultants • Use of MS Excel and Word to an intermediate level • Experience in articulating complex technical solutions to residents. 	<p>Desirable</p> <ul style="list-style-type: none"> • Project Management within a social housing environment • 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

Essential	Desirable
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<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	
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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	£36,363
SCP 26	£37,280
SCP 27	£38,220
SCP 28	£39,152

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 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, 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%.