

Bernicia Group Role Profile

Title: Surveyor

Reporting to: Project Manager & Commercial Manager

Date: May 2024

Purpose

To contribute to delivering effective and efficient value for money, high quality, customer focussed and innovative services which ensure the delivery of all works/contracts to meet or exceed key and management performance indicators.

Responsible for surveying works/properties, providing site representation and works inspection duties within a broader responsibility for the development and effective delivery of planned investment, housing client repairs & maintenance, technical advice, and improvement services for the Bernicia Group.

Assist in identifying potential areas for investment to ensure all properties remain 'Decent', reviewing/identifying Repair and Maintenance trends to minimise repair expenditure and identifying opportunities to improve safety and neighbourhood appeal.

To promote strategies relating to the long term sustainability and improvement of the Bernicia Group's asset portfolio, maximising the financial and social return from our assets.

Accountabilities

Operational

- Provide a comprehensive and efficient surveying/inspection service, assisting in the delivery of all "client" aspects of the construction process (planned investment, regeneration, sustainability, repairs & maintenance and one-off projects), ensuring the procurement and delivery of cost effective, timely, high quality works and services which meet or exceed agreed Key and Management Performance Indicators, mitigating risk and developing/implementing/reviewing appropriate actions as required to ensure the successful delivery of these.
- Completing and maintaining accurate and timely contract administrative processes and documents, including records of variations, progress/completed work, defect management, hand over forms and performance reports.
- Carry out surveys and produce accurate and timely documentation in respect of Stock Condition Surveys; Energy Performance Certificates; Housing, Health and Safety Rating System; using current methods and systems including mobile IT and data entry.
- Support, development and implementation of the budgets, detailed investment plans, including developing the business case for specific investments or alternative use.
- Support the Head of Property in carrying out the role of commercial client and designer/principal designer, in accordance with the requirements of the Construction, Design and Management Regulations, collating and distributing all information required, including reviewing and assessing RAMS, proposals from contractors, Health & Safety Plans, works on site and Health & Safety files etc.
- Support the management of the Asbestos, including liaising to ensure asbestos surveys are carried out ahead of construction projects, contractors have access to relevant asbestos

surveys/information, the removal of asbestos containing materials is coordinated/controlled and the asbestos register is updated, including surveys, certification etc.

- Support the provision and regular reporting of accurate, timely and detailed information, including delivery against key/management performance indicators, compliance with specification, re-measured works, health and safety, mitigation of risk and defects. This will include liaising with and providing relevant information to enable the update of the relevant systems, including the Asset & Property databases (e.g. SAP, asbestos, stock condition etc.) and Financial systems.
- Support the Project Manager in carrying out pre assessments of the fire related risks associated with works, designing, controlling and fully recording works which affect the fire compartmentation of our assets, liaising with the Asset and Customer Safety Manager to satisfy all regulatory requirements.
- Continuously seek innovative approaches to the delivery of a customer focussed and consultative service, delivering high levels of performance, ensuring a culture of high performance and quality is maintained within the service
- Plan effectively and ensure the organisation and development of all resources to achieve objectives and expectations, including key performance indicators and quality service standards, in line with timescales and budget provision, supporting the development, implementation and successful delivery of detailed operational and service plans
- Support the Head of Property in carrying out the duties of Client and Designer/Principal Designer, in accordance with the requirements of the Construction, Design and Management Regulations
- To undertake any duties of a similar nature that maybe reasonably requested by your line manager, being flexible and working across all of Bernicia's offices and geographical operational areas.

Strategic

- Assist the Asset & Property Team in the development and delivery of strategies, policies, service/operational plans to continuously improve the Asset & Property service.
- As a part of the Asset & property team, support and influence the development and delivery of the Asset management Strategy.
- Promote strategies relating to the long term sustainability and improvement of the Bernicia Group's asset portfolio.
- Support the Asset & Property team, observing and delivering services in line with group policy, procedure and all statutory, legislative and regulatory obligations.

Corporate

- Be aware of internal and external issues which may impact on the ability to achieve performance expectations in your service area now, and in the future, and recommend appropriate action to address this.
- To identify, develop, implement, and report on efficiencies in accordance with the Efficiency Agenda
- Maintain an in-depth and current knowledge of all relevant existing and proposed legislation and best practice in relation to Asset and Property functions.
- Contribute to raising Bernicia's profile in developing a network of suitable contacts amongst organisations and individuals likely to assist in achieving Bernicia's vision.

- Contribute to the development of strategies and quality standards across all of Bernicia's services.
- Ensure that all core policies in relation to standards of behaviour, equality and diversity, customer care, people management, people development, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Essential and Desirable Skills & Experience

Essential criteria:	Desirable criteria:
<ul style="list-style-type: none"> • A willingness to attend courses or private study that that will maintain and increase the knowledge and understanding of the responsibilities (including legislative responsibilities) managed by this role. • Experience of working in a construction Environment and a understanding of construction techniques. • Experience of delivering construction contracts to cost, time, quality and customer satisfaction, with full management of health and safety and mitigation of risk. • Experience of delivering Planned Maintenance Programmes of work and R&M in the social housing sector. • Ability to act as Clerk of Works in the delivery of construction contracts. • A good understanding of H&S within a construction project. • Good IT skills with an ability to understand, interpret and present complex data. 	<ul style="list-style-type: none"> • Relevant demonstrable experience at a similar level. • A recognised professional qualification consistent with the requirements of the post. • HNC/HND (or equivalent) in a related discipline. • Ability to produce and manage detailed project plans for schemes of work. • Responsibility for issuing and managing job variations and understanding the impact on the project budgets. • Experience of providing on site advice and instructions to contractors and trades persons. • Understanding of the relevant Regulatory Standards for Social Housing. • Knowledge of current and future challenges in the field of asset management and customer/building safety.

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
Competencies	
Competency	Expectation
Delivering the Vision	Articulate and support Bernicia's vision.
External Awareness	Keep abreast of key policies and social trends that affect your area of responsibility; understand how short and long term plans impact on your function.

Individual Leadership	Exhibit strong leadership skills.
Value for Money	Maximise allocated resources and deliver results.
Working In Partnership	Identify and maintain effective relationships with colleagues and stakeholders.
Resilience /Determination	Deal effectively with pressure, maintain focus and intensity and remain optimistic and persistent even under adversity.
A Customers Centred Culture	Listen to and understand customers, anticipate their needs and give a high priority to customer satisfaction.
Risk	Recognise and be willing to take calculated risks in line with Bernicia's risk culture.
Change	Be open to change and adjust rapidly to new situations instilling confidence in others.
Building Capacity	Ensure the team's knowledge and skills set are current and evolving.
Communication	Keep people well informed and communicate messages clearly and concisely.
Team Building	Create an environment that builds trust and open communication. Inspire, motivate and guide others to achieve objectives.

