

Northumberland County Council
Job Description

Post Title: Contract Managing Surveyor	Director/Service/Sector: Regeneration & Place / Housing		Office Use
Band: 8	Workplace: Blyth and other office locations as appropriate to meet the needs of the service		JE ref: 4356
Responsible to: Repairs and Maintenance Manager	Date:		
<p>Job Purpose:</p> <p>Manage multiple work streams delivered by subcontractors on behalf of NCC (Repairs, Maintenance Voids and Investment Teams) Assess and analyse building defect reports (including Disrepair Surveys). Where external contractors are required, prepare bill of quantities and specification and issue to suitably experienced and appointed contractors to inform works estimates. Preparation of tender documents in line with Contract Procurement Rules and liaise with Procurement colleagues in tendering packages of works. Review tender returns and award works based on agreed criteria (Quality, VFM etc) Arrange Pre-start meetings, lead of H&S and any CDM requirements. Agree Programme of work and be the lead on managing contractor performance, including quality checking and any customer complaints of queries linked to works, Manage Budget for contracts and agree any variations in line with contract. - Circa up to £500k per annum To co-ordinate works required in association with disrepair claims and complex repairs cases, liaising with Service managers and Legal Services on responses and preparing court submissions. You will provide a central point of coordination for all complex repairs cases where legal action is pending or has commenced. You will review claims in consultation with Legal Services and correspond with Solicitors and residents accordingly. You will ensure cases with confirmed reports of dampness and condensation are recorded, and where works are delivered through internal workstreams, liaise with internal Area Team leaders to ensure surveys and repairs are managed and completed and after care is provided to ensure remedial actions have been effective. To compile repairs histories and case files for consultation with Legal Services and appointed external Surveyors / Contractors. Lead on tendering and procurement of any external works, including cyclical contracts and packages of work within properties.</p> <p>Work collaboratively with the appropriate internal stakeholders to ensure legal costs and any damages are minimised through robust and swift responses to claims, including Repairs Team Leaders, the Scheduling Team, Estate Management and Legal Services colleagues.</p> <p>Review Costs and manage performance of Contractors and compile reports and recommendations on how to shape service delivery.</p> <p>Develop and manage key relationships with external stakeholders, including the Court Service and other Registered Providers to identify best practice and service improvements.</p> <p>Support Service Managers with compiling reports and providing evidence that will shape services and improve outcomes for customers.</p>			
Resources	Staff	Line management for the Reactive Repairs Support Officer and Property Inspectors / Clerk of Works who are geographically dispersed across the County. External sub-contractors and specialist surveyors	
	Finance	To support the Repairs and Maintenance Manager & Voids Manager and in Consultation with legal Services, arrange for payment of damages and associated legal costs arising from disrepair claims.	

	To procure and manage externally contracted works that are delivered by sub-contractors – estimated value of up to £500k per year
Physical	Shared responsibility for the physical resources used by the service, workstations, IT hardware and software, on-site equipment. Consumables and materials budgets in line with Minor Works requirements.
Clients	Liaise with Customers and their Legal Representatives. Internal Stakeholders - Housing Management, Repairs and Maintenance, Voids & Minor Works, Capital Delivery, Legal Services and Finance. Elected Members and MP's

Duties and key result areas:

1. Manage remedial Solutions and procure contractors to address identified Building Defects.
2. Interrogate reports and surveys and identify appropriate solutions and direct these through internal deployment of resources or external contractors.
3. To work with our Legal Services Team to provide swift responses to disrepair claims, pulling together repairs history reports and instructing surveys.
4. To manage a caseload of claims prior to formal issue of proceedings and act as the main central point of contact for co-ordinating responses.
5. To negotiate with tenants and their legal representatives, preparing Witness Statements and giving evidence at Court where appropriate.
6. To produce high quality reports on defects and disrepair claims and trends, liaise with Asset Management Colleagues to identify potential investment solutions to tackle areas of concern.
7. To have sound knowledge of repairing obligations, local and National Policy, regulatory standards and the Housing Health and Safety Rating System.
8. Work collaboratively with the appropriate internal stakeholders to deliver a seamless Housing Service
9. Work in partnership with the Internal Housing Management and Maintenance and Investment Teams to support a holistic asset strategy across the estates and property portfolio.
10. Research industry good practice and identify opportunities to develop / enhance and/or improve the service.
11. Contribute to the development of quality service standards across all of NCC's services.
12. Contribute to raising NCC's profile in your service area, developing a network of suitable contacts amongst organisations and individuals.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	The work involves the need to visit various Council offices and locations across Northumberland on a regular basis. Attending Court and visiting homes.
Working patterns:	A flexible approach to working arrangements will be necessary as some evening working may be required.
Working conditions:	The work is predominantly office/building based although visits to construction sites will be required at times.

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Person Specification

Post Title: Contract Managing Surveyor	Director/Service/Sector: Regeneration & Place / Housing	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
Good General Education 5 Plus GCSEs Degree and/or suitable professional qualification in Building Surveying	RICS Surveyor	
Experience		
Building Defects Diagnosis and repair Contract Procurement and management Quality Control Report Writing Budget management Contract Administration Project management	Management of internal and external workstreams Social Housing Experience	
Skills and competencies		
<ul style="list-style-type: none"> ● Leadership skills and the ability to coach, motivate and engage others. ● Ability to think strategically and gather data to support decisions. ● Ability to interpret and analyse financial information and complex data. ● Ability to identify and manage risks and make sound judgements, whilst not being risk averse. ● Ability to work on own initiative without ready access to management ● Excellent, highly developed interpersonal skills with the ability to communicate in writing and verbally complex and contentious information with a range of audiences. ● Highly developed negotiation and persuasive skills in order to convince others to adopt an alternative point of view. ● Able to use technology to work in a modern office environment. 	Commercial acumen	
Physical, mental and emotional demands		

<ul style="list-style-type: none"> • Normally works from a seated position within the office but with regular need to travel to other work/construction site locations. • Regular periods of prolonged concentrated mental attention with very high amounts of pressure from tight and changing deadlines, interruptions and conflicting demands. • Extensive contact with staff and customers on occasionally contentious issues which may result in some emotional demands. • Some exposure to disagreeable, unpleasant or hazardous conditions. Site visits to dilapidated properties in unlit conditions. 		
Motivation		
<ul style="list-style-type: none"> • Transparent and open, acting with integrity and able to build high levels of trust. • Committed to diversity and inclusion. • Champions innovation and encourages ideas. • Resilient and able to work under pressure. • Collaborative and inclusive. • Support the development of, and actively role model and champion NCC's vision, values and purpose. 		
Other		
<ul style="list-style-type: none"> • A current UK driving licence. 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.