

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT11-0552	Grade K
-------------------	-----------------------------------	----------------------------	------------------	----------------

Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event-based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences. Experience of representing the work area externally Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences. Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations Proven ability to conduct formal interviews and / or take legal statements Proven ability to build and maintain effective working relationships at all levels. Good literacy, numeracy and report writing skills Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved. Project management skills and experience Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Act as an expert witness for the council at inquiries / court etc. Produce, often complex technical plans, designs and / or specifications within area of specialism Take appropriate action to ensure / enforce compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required. Issue licences / registrations / prohibition notices or other authorisations Agree objectives and standards to meet, within Business plan. Monitor and evaluate activities / performance

Factor	Relevant Job Information
	<p>Where appropriate, support partners to implement authorised enforcement decisions and improvement notices</p> <p>Determine how issues should be approached within area of responsibility by undertaking research and consultations where problems are not always clear and easy to resolve.</p> <p>Design and develop solutions through use of practical experience, theoretical knowledge and original thinking, within policy. Recommend and develop new procedures / improvements within work area.</p> <p>Provide independent advice in areas of knowledge and draft specialist advice for approval by senior colleagues</p> <p>Plan and carry out a range of tests / inspections / surveys / assessments / evaluations / audits.</p> <p>Plan and organise work programmes to ensure that timescales and targets are achieved.</p>
Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p> <p>Liaise with other organisations / stakeholders to share information.</p> <p>Support others in their development including external organisations / customers where appropriate</p> <p>Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.</p> <p>May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence</p> <p>Build and maintain effective working relationships at all levels.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Investigate compliance / legal issues within area of responsibility; determine the data and tools /techniques required.</p> <p>Plan and carry out tests / inspections / surveys /assessments / evaluations / audits. Identify issues, resolve as appropriate and when escalating complex problems provide recommendations. Assess and mitigate any risks associated with the recommendations made.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records and information are maintained correctly.</p> <p>Research and evaluate current issues, developments, good practice and legislation changes in work area.</p> <p>Prepare and present reports /plans / recommendations / responses / results / other information / documentation as required</p> <p>Ensure compliance with safe practice and the legal use/operation of specialist equipment and / or facilities / premises.</p> <p>Contribute to the development and implementation of policies and procedures</p> <p>Support the design and delivery of communications / promotional material / activities as required.</p> <p>Be a main member of small specialist projects or improvement programmes, or contribute to the delivery of larger projects</p> <p>Co-ordinate the preparation of tenders and contracts.</p> <p>Co-ordinate the award and monitoring of grants by the council.</p> <p>Following approval procedure, arrange with contractors / suppliers for work to be carried out.</p> <p>Assist with the preparation and submission of bids for short and long term funding</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Work may require some physical effort.

Factor	Relevant Job Information
	Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Area Maintenance Surveyor	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT11-0552	Grade K
Number of posts:	8	
Service/Team:	Asset Maintenance Team	
Reports to:	Area Maintenance Surveyor	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

The Asset Maintenance Team are responsible for the repairs, maintenance, and long-term condition of all HRA assets across the county, including homes, extra care schemes, communal facilities garages and void properties.

The service is focused at improving council homes to bring them all up to the minimum standard under the Decent Homes Standard while aspiring to surpass this to provide high quality homes our customers can take pride in whilst protecting our assets.

An important strategic goal is to improve the energy efficiency of all council housing properties to meet the Councils wider Climate Agenda. The service aims to bring all housing stock up to an EPC level B, ground-breaking and above the national aim of level C.

The Service is responsible for ensuring compliance in terms of its statutory duties to ensure our assets are safe and fit for purpose.

To meet the Decent Home Standard, we need to ensure that our asset portfolio must:

- meet the [HHSRS minimum safety standards for housing](#)
- be in a reasonable state of repair
- have reasonably modern facilities and services
- have efficient heating and effective insulation.

Job Purpose

General

Part of a team of Area Surveyors and Repairs Surveyors in 1 of 4 geographical areas that maintains and improves the condition of the council's stock of HRA assets.

Technical

Provides technical advice on a range of disciplines relating to the maintenance and condition of building and land assets. Identifies solutions to maintenance issues and problems, escalates complex technical issues, and deploys resources – contractors, bespoke providers, in-house services – to deliver those solutions. Advise on energy efficiency, environmental efficiency, and sustainability projects. To undertake surveys on general stock condition and specific elements of stock condition to generate work specifications from those surveys, and to commission the resources to deliver those works. Liaise with Occupational Therapists, tenants, external consultants and suppliers over the requirement for aids and adaptations and to prepare specifications and drawings, apply for planning permission, commissioning and manage the contractor delivering the adaptations.

Contracts & Procurement

Support the scoping and development of specifications, and the procurement of all Asset Management contract services including technical input, relating to cyclical and servicing contracts, planned improvements, reactive repairs, the management of void property works and the implementation of the Housing Energy Efficiency Programme (HEEP) to HRA assets, and General Fund assets as directed. Provides day to day contract management and works with contractors to deliver work programmes and projects. Provides contract monitoring role including the capture and presentation of performance information.

Service Delivery

Delivers repair, maintenance, and improvement works through the contracts and through the commissioning of the in-house Property Services Team. Provides technical input and expertise in specific areas of property maintenance. Identifies trends in reactive maintenance levels and identifies and deliver preventative maintenance solutions. Engages with internal colleagues and elected members, and with customers to resolve queries and complaints relating to the repair, maintenance and condition of all HRA assets within the designated area. Provides support and work in other areas as required and directed.

Maintenance & Condition Programmes

Manages the delivery of planned maintenance programmes, coordinating, commissioning and overseeing the work of contractors and the in-house Property Services Team. Manages the adjustments to work programmes to deliver essential responsive works through those

contracts. Assists with the applications and payments process, readying documentation for approval.

Maintenance & Condition Projects

Carry out investigations and surveys, options appraisals, design projects, prepare budget estimates, prepare tender documentation and manage the delivery of projects from inception to completion including preparation of valuations and final accounts. Undertake the Client Duties under the Construction (Design and Management) Regulations 2015, interpreting these regulations and making recommendations to ensure Wiltshire Council's obligations are met. Undertakes pre-end of tenancy void surveys, and damp and mould surveys, scopes and specifies projects, and coordinates and manages the delivery of works.

Line Management & Supervision

Provides advice, guidance and support to other Area Surveyors and Repairs Surveyors. Identifies works and directs Repairs Surveyors to ensure the requirements of the team are delivered.

Person Specification

Essential

- Educated to Degree Level or equivalent in housing surveying/building/construction
- Professionally qualified (or working towards) – RICS or CIOB or
- HNC/NVQ level 5 in building construction/surveying related field or equivalent skills or
- Significant relevant experience in housing/building maintenance and surveying or
- Significant relevant experience in managing building services contract management
- Advanced knowledge and experience of JCT TPC2005 form of Contract, HSE Guidelines and an understanding of HHSRS
- Proven experience of building repair and maintenance
- Proven experience of contract and contractor supervision
- Proven experience of working within a social housing management/construction environment
- Excellent ICT skills including use of Microsoft applications and Asset Management and Asset data systems
- Good knowledge of Landlord and tenant law relating to housing works contracts
- Good knowledge of building regulations and health and safety legislation
- Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences
- Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations
- Proven ability to diagnose technical problems and defects in relation to building and construction repair work
- Proven ability to build and maintain effective working relationships with Contractors, tenant groups, consultants and internal departments at all levels
- Good literacy, numeracy and report writing skills
- Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved
- Project management skills and experience

Desirable

- Building or surveying body professional or technical membership
- Degree in a building construction/surveying related field
- SMSTS
- CSCS Card
- Project Management qualification

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:
N/A.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to their own car in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>