

<b>Job Family:</b>	<b>Delivery – Front Line – Professional knowledge</b>	<b>Grade:</b>	<b>9</b>
<b>Job Title:</b>	<b>Senior Surveyor</b>	<b>Directorate:</b>	<b>Resources</b>
<b>Date:</b>	<b>30 April 2018</b>	<b>Version:</b>	<b>1:1</b>

#### **Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

#### **Role Profile - Details Specific to Grade**

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance. Roles requiring a level of professional expertise to deliver a front line service.

#### **Brief Description of job role and department**

- To provide valuation and estates consultancy services for residential, commercial and operational property and development schemes, as directed by the Investment and Development Manager or Estates and Valuation Manager.

#### **Representative accountabilities**

- Deliver complex service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Liaise with customers to review service requirements and resolve problems.
- Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work area.
- Where relevant co-ordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

#### **Budgetary accountabilities**

- Monitor internal cost centres required for the team and individual work areas or client budgets for capital or revenue purposes, taking account of Council policy and requirements.
- Establish and manage budgets for external provision of consultancy, agency and services.
- Monitor rent arrears and provide estate management input to recovery processes.
- Manage the operation of service charges in accordance with contract, statute and Council policy and requirements.

#### **Specific accountabilities**

- Provide professional valuation and estates management services as necessary for operational, portfolio and surplus property, in particular but not limited to lease renewals, rent reviews,

marketing, grant of leases and tenancies, freehold or leasehold disposals, non-domestic rating, asset valuation, fire insurance, development, planning applications and policy, acquisition including compulsory purchase, statutory transfers including Right to Buy, compensation and adverse possession.

- Recruit, manage, supervise, monitor and motivate staff of both professionally qualified and trainee status including the progression of staff to professional qualification and deputise where required for senior staff.
- Prepare written reports and communications for effective delivery of team services in appropriate media.
- Provide timely and relevant advice and responses to queries verbally and/or in writing to Council members, officers, external bodies/partners and members of the public.
- Represent the Council in meetings, arbitrations, legal proceedings and Inquiries with relation to delivery of team services.
- Negotiate and liaise as required to deliver team services with internal and external colleagues, members of the public, Councillors, partners, suppliers, consultants, statutory bodies, local authorities and government departments and agencies.
- Ensure the maintenance and development of records and computerised systems to facilitate delivery of team services.
- Procure, commission, manage and liaise with external consultants and service providers for delivery of team services where required.
- Contribute to delivery of performance targets and maintenance of necessary professional standards, keeping informed of new developments including case law and legislative frameworks to comply with statute and the Council constitution.
- Contribute to development and implementation of business planning, systems and service delivery planning as required for the team and the department.
- Carry out any other duties within the general scope of the post as required by senior staff.

**Person specification (knowledge, skills, experience and behaviours required in the role)**

- MRICS or FRICS qualified in commercial property, valuation or residential property with minimum two years' relevant post qualification experience
- Comprehensive knowledge of legal and guidance framework relevant to the post
- Good understanding of local government and the issues facing local authorities relevant to the post and ability to operate in a politically sensitive environment
- Good verbal and written communication skills in all relevant levels and environments
- Good interpersonal skills and ability to function and contribute well as part of a team
- Ability to manage, lead, supervise, guide and motivate staff
- Ability to prepare accurate valuations, reports and briefings to deadlines
- Good negotiation skills
- Knowledge of project management and ability to operate as part of a project team or lead small projects
- Ability to handle and prioritise a varied and demanding workload and contribute to section priorities and targets in line with relevant quality and regulatory standards
- IT skills in office and relevant specialist software
- Commitment to continued professional development and learning
- Ability to ensure all relevant health and safety standards are adhered to in delivery of team services.
- Ability to ensure the application of the Council's diversity and equal opportunities policies in the delivery of team services.