

BUILDING SURVEYOR

Reports to: Head of Property & Facilities

Direct Reports: Maintenance Officers x 2

Contract: Permanent, 35 hours per week

Salary: £50,000

The property and facilities team [PFM] lead the operational management and maintenance of our 13 acre estate which includes 220 homes, shops, design studios, galleries and restaurants, a neighbourhood centre which also incorporates a conference and meeting business, and extensive, very busy, riverfront and parks public realm. We aim to maintain and manage our estate to a high standard in keeping with our values and core purpose of creating an inspirational neighbourhood. Property is managed by staff on behalf of our three organisations, Coin Street Community Builders, Coin Street Secondary Housing Co-operative and Coin Street Centre Trust.

The Building Surveyor is central to ensuring the organisations' properties are properly maintained and that the Head of Property & Facilities and other staff are properly advised on property and building matters. The role ensures that financial decisions on property and building matters are informed and that any risks are anticipated and controlled. The role works closely with teams across the organisation as well as external consultants to manage projects and ensure matters are dealt with efficiently and proactively.

Coin Street is a community organisation and our staff work from a purpose-built neighbourhood centre on the South Bank at the heart of our estate.

KEY RESPONSIBILITIES

1. To advise on property and building matters, providing reports on key areas of responsibility, and contributing to meetings as required
2. In conjunction with other staff and consultants, to evaluate development proposals, building maintenance programmes and service contracts to ensure that they are cost-effective and provide value for money
3. To prepare reports as required in relation to technical issues relating to individual or groups of properties
4. To undertake regular inspections of the estate and the buildings owned and managed by Coin Street. Proactively seek to improve all Asset Management services and performance.

5. To assess requirements for repairs, improvements, and safety checks. Recommend and scope work required, procure works in accordance with our procedures.
6. To supervise works on site, ensuring works are completed on time, to quality standards and budget and comply with all appropriate legislation, bylaws, good professional practice, and Health & Safety regulations. To carry out post inspections ensuring quality control of all completed works and contractors' performance.
7. To undertake surveys of properties as directed
8. To provide information for the database on the condition of properties and the components required upon completion of works or projects and to ensure continuous and timely updating of information for the computer database
9. To keep abreast of changes in law, statutory requirements, health and safety issues, technical developments, and good practice in building and technical areas
10. In association with other colleagues to review and develop programmes for cyclical and other planned maintenance and repair work and ensure that work is carried out in accordance with the programme
11. To perform the role of Contracts Administrator or Project Manager where appropriate and to prepare contract documents, supervise works, issue certifications, ensure that works are carried out to budget and prepare final accounts
12. To investigate and act on insurance claims and technical issues connected with property management. Ensuring that the Financial Controller is advised of any potential claim and kept updated on costs and progress
13. To identify contractors, specialist tradespeople, consultants and contractors for inclusion on the approved suppliers list.
14. To monitor and report upon the performance of works by consultants, specialist tradespeople and contractors and advise on the suitability of firms to be retained on the Approved Suppliers List
15. To respond politely, either verbally or in writing to enquiries or complaints from customers in a non-technical way and to promote good working relationships to ensure a responsive customer focused service
16. To ensure that relevant staff, residents, and commercial tenants are kept informed and advised of day-to-day activities and commitments and liaise with colleagues on tenancy issues
17. To establish, develop, and maintain safe systems of work in full compliance with the organisation policies and procedures for Health and Safety at Work
18. In conjunction with colleagues ensure that the Coin Street's risks are anticipated and controlled
19. To implement and comply with Coin Street's financial control procedures
20. To ensure that all operation carried out within budget

GENERAL REQUIREMENTS

- To comply with Coin Street's Equal Opportunities policies.
- To comply with Coin Street's Health & Safety policies.
- To comply with Coin Street's Safeguarding policies.
- To comply with Coin Street's ICT policies and procedures.
- To promote an organisational culture that reflects Coin Street's values:
 - *Creative: By looking for solutions rather than problems I will find better ways of doing things*
 - *Collaborative: By respecting the views of others we will learn, grow, and achieve more together*
 - *Committed: I do what I say I am going to do and do the best job I can.*

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Relevant professional qualification Royal institute of chartered surveyors (RICS).
- Extensive experience in the surveying environment in commercial and in housing maintenance.
- Experience in managing a multiuse portfolio of housing or building stock.
- Experience of working with computer aided facilities management systems and their reporting functions.
- Strong and effective communication skills.
- Analytical thinker with demonstrated problem-solving skills.
- Excellent understanding of health and safety and legal requirements on housing/property stock.
- Previous experience in meeting and exceeding SLA and KPI performance markers.
- Experience in overseeing the preparation and implementation of tender documentation.

SKILLS AND PERSONAL QUALITIES

- A personal commitment to and enthusiasm for Coin Street's ethos and mission.
- Highly developed interpersonal, negotiation, influencing and communication skills.
- Ability to interact effectively with a range of stakeholders.
- Strong analytical skills; ability to evaluate complex issues often with incomplete information. and to devise effective, workable solutions.

- Project/change management skills.
- Competent IT capabilities including experience in using FM asset management software.
- Excellent verbal and written communication skills.
- Evidence of a high customer service orientated approach.
- Effective contract manager skills with evidence of delivering improvements and changes of service.
- Flexible and the ability to work unsociable hour's dependant on business needs, occasionally working weekends, bank holidays and out of office hours.
- Undertake other ad hoc reasonable duties determined by the post holder's manager, in consultation with the post holder.