

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Senior Surveyor	<b>Grade:</b> PO3
<b>Section:</b> Home Improvement Agency	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Jasber Dodson	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> POS000416	<b>Last review date:</b> 09/01/2025

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The Senior Surveyor works within the Home Improvement Agency (HIA) to carry out improvement, repair and adaptation to the homes of older and/or disabled tenants to enable them to live as independently as possible. The post requires the surveyor to carry out detailed surveys of properties to assess, agree and supervise adaptation schemes for Disabled Facilities Grant (DFG) clients as requested by the Occupational Therapist. The post will offer advice and support to customers and members of staff on

the technical aspects of carrying out improvement, repair and adaptation work with grant aid. The post will also offer a full technical service for grants, and loans from inspection to completion in properties occupied by older and/or disabled.

### **Specific Duties and Responsibilities**

- Carry out detailed surveys of properties to determine the technical feasibility and most cost-effective solution to a scheme of adaptation or improvement.
- Collaborate with the Home Improvement Agency Manager and other team members to develop and implement project plans.
- Take measurements and prepare detailed schedules of adaptation, remedial works, costing, plans and specifications ensuring feasibility of schemes, estimates, plans and works comply with legislation, government circulars, statutory regulations, and Council policy and audit requirements.
- Tender specifications to contractors and evaluate estimates upon receipt. Review the work of HIA contractors to ensure a consistent standard of work.
- Supervise and inspect works on site, make valuations for interim payments and complete certificates for the amount of grant monies to be paid. Agree additional work (where appropriate) and assess and certify final accounts. Act on behalf of clients in disputes with contractors and mediate where possible over defects of workmanship or materials used during the defects liability period.
- Lead on complex cases and resolve complaints of a technical nature by devising solutions to reach a satisfactory conclusion for clients
- To work closely with clients who have a range of disabilities or who exhibit aggressive/challenging behaviour with empathy respect and understanding.
- To correspond with a range of individuals and partner organisations and keep accurate records for internal use and compliance purposes
- To work closely with Social Services departments, OT's, external contractors, housing associations and other housing teams and represent the team by attending meetings and forums as required.

### **Generic Duties and Responsibilities**

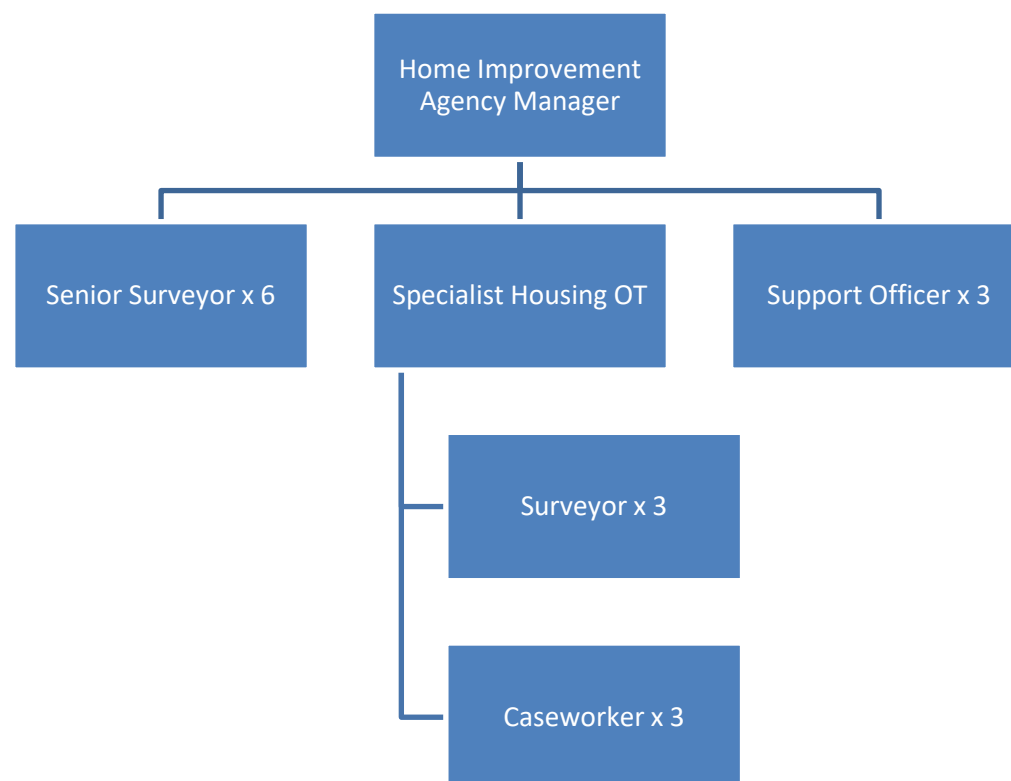
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### Additional Information

- Post may require occasional supervision or training of less experienced staff

### Team structure



## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of relevant local and national legislation and guidelines	X		A/I
An understanding of the Disabled Facilities Grant (DFG) process	X		A/I
Strong technical aptitude and understanding of building regulations	X		A/I
Experience	Essential	Desirable	Assessed
Previous experience in a similar role, ideally within a home improvement agency or related sector	X		A/I
Experience preparing schedules, scale plans and specifications	X		A/I

Experience of working with clients who are vulnerable due to old age, physical disabilities and mental health	<b>X</b>		<b>A/I</b>
Experience working with contractors to programme, negotiate and oversee works	<b>X</b>		<b>A/I</b>
Experience of preparing reports including cost projections for DFG cases in excess of the mandatory limit	<b>X</b>		<b>A/I</b>
Ability to manage complex cases as a project from initial enquiry to completion	<b>X</b>		<b>A/I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
IT literate and proficiency in relevant software (e.g. CAD, project management tools).	<b>X</b>		<b>A/I</b>
Ability to work well in a team	<b>X</b>		<b>A/I</b>
To build and maintain effective professional relationships with individuals across a range of organisations.	<b>X</b>		<b>A/I</b>
Ability to collect and analyse complex data and information from a range of sources.	<b>X</b>		<b>A/I</b>
Excellent communication and interpersonal skills	<b>X</b>		<b>A/I</b>
Able to manage difficult situations in a professional and sensitive manner	<b>X</b>		<b>A/I</b>
Ability to organise workload and manage complex projects without direct supervision	<b>X</b>		<b>A/I</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Surveying, building or construction related qualification e.g. BTEC, HND, CIOB or min 5 years' experience working as a surveyor undertaking work related to Disabled Facilities Grants		<b>X</b>	<b>A/I</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**