



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Surveyor	Grade: PO1
Section: Home Improvement Agency	Directorate: Housing and Regeneration
Responsible to following manager: Rebecca Robart	Responsible for following staff: N/A
Post Number/s: POS000909	Last review date: 18/12/2025

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 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. Post holder will oversee the work of the contractor to ensure that they have completed detailed surveys of properties as specified by Occupational Therapists. The post holder 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.

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.
- To liaise with a range of internal and external agencies such as Occupational Therapists (OT's), design services, statutory authorities and other agencies regarding repairs and adaptation matters. In particular work closely with OT's to determine the technical feasibility and most cost effective solution to a scheme.
- Collaborate with the Home Improvement Agency Manager and other team members to develop and implement project plans.
- To assess the feasibility of adaptation schemes recommended by the OT service. Take measurements and prepare detailed schedules of the adaptation or remedial works required. To arrange for contractors to cost works through a schedule of rates or tendering. Evaluate priced schemes upon receipt ensuring all works obtain Building Regulation and planning approval where appropriate and comply with all statutory and audit requirements.
- Monitor the performance of new and existing contractors to ensure that the quality of work is compliant to the standards stipulated in the schedule of works and value for money is obtained. Ensure any disputes with contractors are resolved promptly to ensure works get completed on time.
- To arrange start dates, 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.
- To work closely with clients who have a range of disabilities or who exhibit 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.



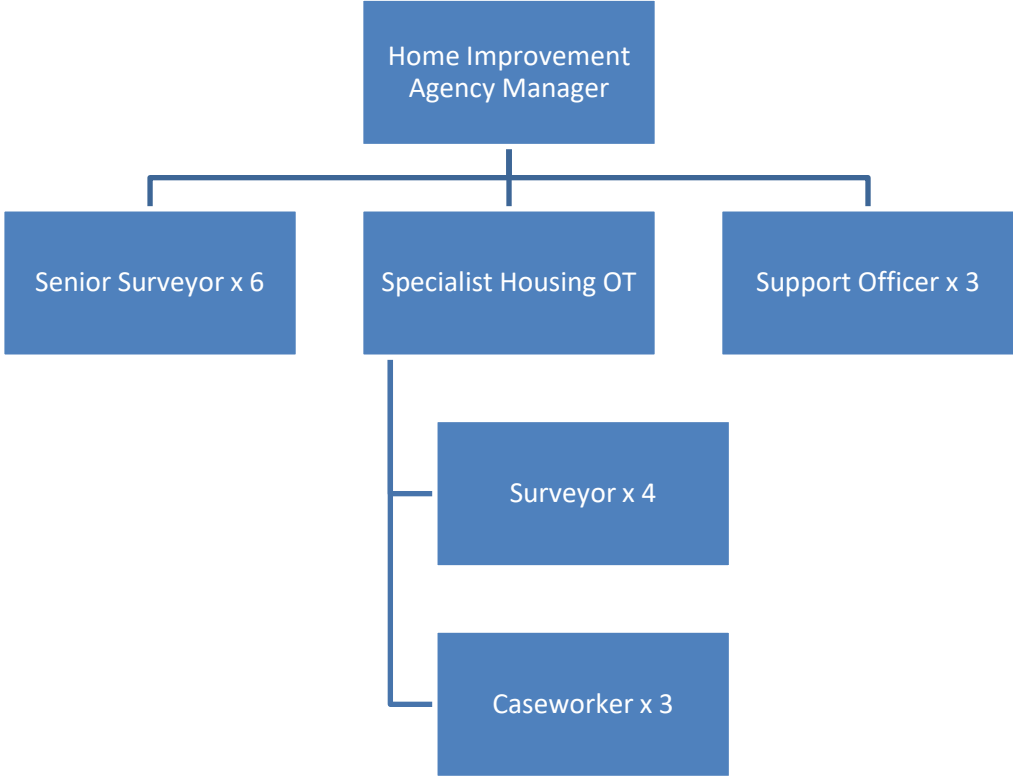
Generic Duties and Responsibilities

- 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, handling complaints 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

Team structure

For the current structure please go to The Loop.



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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
Knowledge of different types of adaptations that can be carried out to facilitate independence		X	A/I
Experience	Essential	Desirable	Assessed

Previous experience in a surveying role or role involving adaptations or home improvements		X	A/I
Experience of working with clients who are vulnerable due to old age, physical disabilities and mental health		X	A/I
Experience working with local authorities and partner organisations (e.g. Social Services departments, OT's, external contractors, housing associations and other housing teams)		X	A/I
Skills	Essential	Desirable	Assessed
IT literate and proficiency in relevant software (e.g. Microsoft Word, Outlook).	X		A/I
The ability to understand and interpret technical plans and specifications	X		A/I
Ability to work well in a team	X		A/I
To build and maintain effective professional relationships with individuals across a range of organisations.	X		A/I
Excellent communication and interpersonal skills	X		A/I
Able to manage difficult situations in a professional and sensitive manner	X		A/I
Ability to organise workload and manage complex projects without direct supervision	X		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate