DIOCESE OF GLOUCESTER

JOB DESCRIPTION AND PERSON SPECIFICATION

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| **Job Title** | Reactive Maintenance Surveyor |
| **Salary Grade** | Band 5 £26,703 - £29,050 per annum |
| **Section/Team** | Property & Development Department |
| Reporting to | Head of Property & Development |
| **Reporting to job holder** | - |
| **Date of issue** | January 2022 |

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| **Introduction to Property and Development Team** |
| The Diocesan Property and Development Team manage four main areas:   1. Facilities management of clergy housing property portfolio with an expenditure budget of over £1m. 2. Facilities management of the Diocesan offices working with the Office Manager. 3. Facilities management of Ann Edwards Charity (Almshouses) working with the Charity’s Clerk/Co-ordinator. 4. Management of new build developments on Parsonage and Glebe Land. |
| **The aims are to:**   * To achieve compliance with Health and Safety and Wellbeing Regulations and Legislation. * To manage the property portfolio as detailed in the ‘Repair of Benefice Buildings Measure 1972’. * To deliver a comprehensive, good quality planned and responsive maintenance service in accordance with the Departments Health and Safety Policy. * To provide a full range of technical surveying duties including Project Management, problem solving (defect diagnosis), specifying and managing repair and improvement works and annual servicing programmes. * Retain value of investments. * Maintain and update the property portfolio in a condition so they continue to fulfil their function. * Present a good appearance / image for the Church. * Provide excellent customer service and engage with clergy and families, and tenants. * Provide quality product; and * Obtain best value |

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| **Principal Accountabilities** | |
| 1. | To manage and deliver a comprehensive reactive maintenance service on a day-to-day basis working alongside the Property Surveyor reporting to the Head of Property and Development. |
| 2. | To undertake weekly inspections of the offices for Health and Safety compliance and maintenance. |
| 3. | To undertake wider tasks that support the team, organisation and the job holder’s professional development e.g., training and CPD. |

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| Context in which Diocesan Jobs are carried out | | |
| We want all our people to have good working experiences – and we seek to continually improve our working systems and arrangements. We welcome and encourage new ideas and suggestions about what we can do better | | |
| **Note:**  **All the duties listed below will include the following processes to be undertaken.**   * To manage all works is strict accordance with Health and Safety Regulations and Legislation e.g. CDM Regulations 2015, [Control of Substances Hazardous to Health Regulations (COSHH) 2002](http://www.legislation.gov.uk/uksi/2002/2677/contents/made), [Health and Safety at Work etc Act 1974](https://www.hse.gov.uk/legislation/hswa.htm), [Management of Health and Safety at Work Regulations 1999](http://www.legislation.gov.uk/uksi/1999/3242/contents/made), [Work at Height Regulations 2005](http://www.legislation.gov.uk/uksi/2005/735/contents/made) etc. * To manage a competitive tendering in line with the DBF tendering policy. * To select and appoint a competent contractor checking suitability, qualifications, insurance, training etc. * Prepare applications, as and when necessary, to relevant bodies e.g., Local Authority for Planning, Listed Building and Building Regulation applications etc. * Review and authorise contractor’s documents e.g., Risk Assessment and Method Statement (RAMS) and Construction Phase Plan (CPP) prior to commencing work. * Manage and supervise contractors throughout the work from inception to completion, ensuring works are planned and executed in accordance with Health and Safety Regulations and Legislation and the RAMS documents provided. * Manage job/project to meet allocated deadlines and to complete work to a high standard, within the budget allocation. * Obtain completion certification for property file/deeds file and to demonstrate compliance. * To sign off completed works and to agree final account/invoice prior to authorising payment. | | |
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|  | **Responsibilities and Accountabilities** | **Nature and Scope of Role** |
| **A** | **PROPERTY FACILITIES MANAGEMENT OF GDBF PROPERTY AND ANN EDWARD MEWS ALMSHOUSES** | |
| 1 | To be responsible through the HP&D, for the management and the implementation of the planned and reactive repair and maintenance works alongside the Property Officer. | * Deliver a comprehensive, excellent quality responsive repairs and maintenance service with a high standard of communication and customer service. * Undertake property inspections to identify cause and determine rectification works (problem solving) preparing specification for contractors to price and work to. * Provide accurate notes and reports on completed works to provide a good standard of maintenance records. |
| **B** | **FACILITIES MANAGEMENT OF OFFICES** | |
| 1 | To be responsible through the HP&D for the maintenance, and Health and Safety building inspections for the Diocesan Offices to enable the management of the office facilities. | * Undertake weekly building inspections of the office buildings. * Provide a quick response to reported works with a high standard of communication and customer service throughout process. * Undertake property inspections to identify cause and determine rectification works (problem solving) preparing specification for contractors to price and work to. |
| **C** | **OTHER RESPONSIBILITES** | |
| 1 | To maintain the Property Database and information. | * Update information and service records, monitor and report planned maintenance expenditure and budgets to HP&D. |
| 2 | To remain current and up to date with latest legislation, regulations and statutory requirements. | * To attend relevant professional development courses requested by HP&D. |
| 3 | To attend meetings and provide updates to the Head of Property and Development and Property Team | Attend and contribute to:   * Weekly team meetings. * AEM monthly meetings (bimonthly) * Quarterly statutory and legislation meetings * Annual H&S departmental reviews |

**Generic Responsibilities**

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| 1 | To welcome visitors and/or receive incoming enquiries and telephone calls - dealing promptly and courteously with enquiries and ensuring high quality customer service at all times. |
| 2 | To ensure that all health and safety instructions are followed, and that care is taken to ensure safety for self and colleagues, reporting concerns immediately. |
| 3 | To undertake as requested other duties as may reasonably be expected to support the team and assist with incoming workflow delegated by the Head of Property and Development. |

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| **Attributes** | **Essential**  **(Or expected to train/qualify to that standard)** | **Desirable** |
| **Qualifications and Training** | IOSHH Manging Safely qualified. Training and support to be provided.  Asbestos awareness training.  Working at height training.  Manual handling awareness training.  Legionella awareness training. | HNC, HND, NVQ level 4 – 5 qualification or similar professional qualification e.g., City and Guilds  P405 qualification – Management of Asbestos in Buildings. Training and support to be provided. |
| **Experience** | To have a good, broad based surveying or construction background, with a minimum of three years’ experience in residential property surveys or building maintenance.  Ability to work on own initiative, plan workload efficiently, and instruct contractors and colleagues as appropriate.  Experience of working to the Health and Safety Regulations and Legislation e.g., CDM Regulations 2015.  Experience managing and inspecting asbestos in buildings.  Must be able to demonstrate good customer care skills and communication skills. | Experience in problem solving residential maintenance repairs e.g., defect diagnosis and specification writing.  Project management experience of administrating Planned maintenance and improvement projects.  Experience of dealing with insurance claims. |
| **Knowledge, skills and abilities** | Demonstrate good knowledge and understanding of Health and Safety Regulations and Legislation in particular CDM Regulations 2015.  Good technical / construction knowledge e.g., construction methods.  Good organisational skills (Project Management).  Able to prioritise work, multi-task and to work to deadlines.  Must be IT literate Microsoft Office – Word and Excel, Microsoft Outlook emails and Explorer for internet searches).  Ability to work at height and confined spaces e.g., climb ladders, access platforms, scaffolding and attic and cellar voids.  Full driving licence and own vehicle. | Database experience.  Ability to prepare condition survey reports, specifications and tender documents  Knowledge of Planning Law, Building Regulations legislation and Statutory requirements.  Defect and diagnosis skills - Ability to identify and resolve problems quickly and efficiently. |
| **Personal Qualities** | Ability to negotiate, instruct and influence contractors to deliver a project.  Ability to deal with difficult customers whilst delivering a professional manner.  Ability to work under pressure with good organisation skills.  To be able to communicate to a variety of audiences and individuals e.g., Planners, Building Control Officers, Archdeacons, Clergy, tenants etc.  Self-motivated, proactive and able to work within your own initiative.  To have a positive outlook and work within a team.  Be organised and able to record information accurately and to a consistent format. |  |