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| **Job Description**  |  |  |
| Job title:  | Delivery Surveyor  | Location:  | Merseyside & Cheshire  |
| Responsible for:  |  N/A | Responsible to:  | Planned Delivery Manager  |

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| **Overview of the role**  |
|  To assist the Planned Delivery Manager to lead, manage and oversee the day-to-day delivery of Plus Dane’s planned programmes ensuring all contracts are managed appropriately and effectively.  You will work closely with other surveyors and teams in the Home directorate, external partners and contractors to deliver projects and programmes of work across Plus Dane’s property portfolio ensuring continued value for money and to improve the quality of customer’s homes. To provide technical building knowledge including building regulations and statutory frameworks in which registered providers operate to the wider business. You will have experience of managing projects and working in a building/property related role, ideally in the housing sector. You must be organised and have a customer focused approach, with good working IT knowledge including microsoft packages and Keystone property management system. To ensure that contractors and staff comply with Plus Dane’s health and safety framework across all scopes of work.  Prioritise effective communication with customers, leaseholders, and contractors to drive excellence in operational delivery across planned programmes.  To maintain contract standards and produce accurate progress, monitoring reports and performance data to ensure that the interests of Plus Dane and residents are protected. To be accountable for the performance of investment delivery, and the achievement of targets, goals and objectives.  |
| **Main responsibilities and accountabilities**  |
|  * With the Planned Delivery Manager, support the development and successful implementation of strategies, business and financial plans in the Property function.
* To manage and oversee all works in relation to investment, planned cyclical and adaptation work programmes. To carry out site visits and ensure works are completed according to agreed specifications.
* To represent Plus Dane at site meetings where required and liaise effectively with suppliers, sub-contractors, members of professional and technical bodies.
* To meet with contractors regularly to measure performance against agreed performance targets, using data to understand, learn and improve overall performance. To help manage the implementation of the Construction (Design and Management) Regulations 2015 requirements including ensuring that regular site inspections and health and safety audits are carried out.
* To specify property works and ensure work is effectively planned and completed to agreed quality standards and best value.
* To carry out post inspections of all properties prior to final handover and specify works required.
* To ensure that robust, accurate and well-maintained systems, processes, and record keeping are in place for all aspects of asset and contract management, particularly regarding health and safety.
* Shape the services in the function to meet the needs of customers, stakeholders (internal and external) this includes identifying growth initiatives, partnership working and employee engagement.
* Accountable for the delivery of programmes on time and to budget within the function.
* Producing monthly forecast outturn reports, to demonstrate performance against programme
* Exercise reasonable care for the health, safety and welfare of themselves and others who may be affected by their actions or omissions. To report any unsafe act, condition or occurrence at the earliest opportunity. Co-operate with Plus Dane, as far as may be necessary, to enable it to carry out its legal duties in respect of Health, Safety and Welfare matters.
* The post holder will be expected to evaluate existing working practices, undertake relevant training and development activities to keep up to date on current trends in asset management and contract management and to lead positively for any new ways of working.
* Ensure all of Plus Dane’s assets and resources are used efficiently and effectively and delivered in line with the Value for Money Strategy.
* Liaise with customers, leaseholders, contractors, and members of professional and technical bodies to resolve issues and manage any complaints to a satisfactory conclusion.
* To carry out the duties and responsibilities of the post in compliance with the Plus Dane Housing’s equal opportunities policies.

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|  **Key contacts**  |
| The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.  |
| Key internal contacts are: * Development Team
* Neighbourhood Team
* Finance Team
* Repairs Team
* Compliance Team
* Customer Access Team
 | Key external contacts are: * Customers
* Leaseholders/Shared Owners
* Contractors/Consultants
* Local Authority Officers
* Adjoining Owners
* Solicitors
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| **Person Specification**  |
| Job title:  | Planned Delivery Manager  |

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| **Area**  | **Requirements (E)Essential/(D)Desirable**  |
| Education  |  * Relevant professional qualification in, surveying, property management or a related field and/or extensive experience with the property sector. (E)
* Educated to Degree level or equivalent post graduate qualifications or equivalent senior management experience. (E)
* SMSTS or IOSH qualified. (D)
* Qualifications demonstrating sound literacy and numeracy skills (e.g. GCSE English & Maths A-C equivalent) (E)
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| Experience & knowledge  | Has experience of: * Managing investment and compliance contracts, including working with other service areas and tenant engagement. (E)
* Contractor management. (E)
* Working as a team to successfully to achieve targets and improve service. (E)
* Delivery. (D)
* Management of budgets and accurate delivery of projects to cost and
* Programme. (D)
* It is essential that the applicant has excellent IT skills and can interrogate and interpret data. (E)
* Can demonstrate the ability to write clear and concise letters and reports. (E)

 Has knowledge of: * Contract management and quality control systems
* Asset Management strategies
* Budget and financial controls
* Experience of delivering risk management strategies
* IT and housing repair database systems, computer literate preferably with
* Experience of Keystone.
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| Personal qualities  | Able to demonstrate:* Strong sense of professionalism
* Experience of working to strict targets and deadlines, an ability to work well under pressure;
* Delivery of projects
* Budget control
* Represent and promote Plus Dane’s mission and values
* Influence others

Has:* High personal integrity and a strong focus on personal accountability to deliver effective outcomes
* Excellent communication and negotiation skills
* Excellent written, verbal and numerical skills

Is:* Performance driven
* Customer focused
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 Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.