

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Clerk of Works & Surveying Manager
DIRECTORATE:	Neighbourhoods & Housing
SERVICE:	Property & Asset Management
GRADE:	PO7
LOCATION:	London Borough of Hackney
RESPONSIBLE TO:	Property & Asset Management Head of Service
RESPONSIBLE FOR:	Clerk of Works, Technical Support Administrator

PURPOSE OF THE JOB:

This post is a key part of the Property and Asset Management team (PAM), and has a fundamental role in delivering a quality control, quantity checks and inspection service ensuring best value in relation to all construction projects and ensuring that contractors meet the specified standards required. The team manages c.£50m of work each year across a portfolio of 33,000 properties, ensuring that contractors meet the specified standards required.

You will lead a team of up to eight building Clerk of Works, and one Technical Support Administrator, and will be responsible for ensuring all works are appropriately inspected and carried out in line with the relevant specifications. You will also lead on annual condition surveys of buildings which are used to form annual programmes of capital works.

The Clerk of Works and Surveying Manager provides a specialist technical resource in relation to building works, as well as expert strategic support and advice. You will work with the Area Repair Surveyor in Building Maintenance, to form recommendations on the delivery of high value repairs, and to lead on/coordinate surveying work, and appoint and commission external surveyors for ad hoc building surveying work.

As part of the PAM leadership team, you will play a leading part in ensuring that Hackney Council meets all of its statutory and regulatory requirements.

You will also provide a contribution to the overall leadership of the Housing department as a key member of the PAM Leadership Team.

COUNCIL SPECIFIC ACCOUNTABILITIES:

- To ensure that duties are carried out in accordance with the Council's policies and Code of Conduct, incorporating the principles of valuing diversity.
- To take a proactive role, taking personal ownership and responsibility for the delivery of excellent customer services within the area; working closely with Property and Asset Management, Building Maintenance services, other housing colleagues, and contractors, to provide a seamless service.
- To support and develop the vision and values of the Housing Directorate.

KEY ACCOUNTABILITIES:

- To be responsible for leading an experienced team of building clerks covering all technical aspects of the Council's building investment works, including external repair and redecorations, component renewal, drainage, kitchen and bathroom works.
- To ensure that the project managers for capital projects are adequately supported with clerk of works resources, and to ensure an effective supporting service to contract delivery. To allocate projects to the team, and guide the work to ensure consistent high standards.
- To ensure the provision of physical audits of building works carried out by PAM as required and provide technical reports and surveys, together with analysis of any shortcomings and recommendations for rectification and for future service improvements.
- Ensure that all works are appropriately inspected by the building clerk of works, and implement and develop procedures outlining minimum inspection requirements, in addition to developing wider working procedures and identifying the training requirements for the team.
- To lead on surveying work as required, including the annual condition surveys of buildings which are used to form annual programmes of capital works, ad-hoc surveys, and working with the Area Repair Surveyor to form recommendations on delivery of high value repairs.
- To contribute to the development of technical specifications used in construction contracts; both at the time of procurement and ensuring ongoing review and update with changes in legislative requirements.
- To ensure that the inspection arrangements make effective use of digital forms to assist in record keeping, production of performance data, and contribute to an efficient clerk of works service.

SERVICE SPECIFIC ACCOUNTABILITIES

- To contribute to the procurement of capital works contractors and consultants, particularly on specifications and site quality management procedures.

- To appoint and commission specialist external surveyors for ad hoc building surveying work, including structural surveys, arranging surveys and inspectors necessary to maintain guarantee terms, investigating latent defects etc
- Carry out condition surveys, encompassing all aspects of the building fabric and services, highlighting any urgent repair needs, future works or the need for more detailed examination.
- To lead the clerk of works service on capital works projects, attending core group contract meetings as required, managing the overall inspection regime, monitoring records and performance, and act as a point of escalation on quality issues where these are unresolved at site level.
- To inspect, snag and sign off completed works as required.
- To assist in reviewing contractor's proposals for drawings, specifications, health and safety documentation, building control and planning documents as required.
- Maintain an overview of works on site and work with the Project Manager in coordinating the requirements of Building Control, Utilities and services consultants. This will include inspection of specialist types of building cladding.
- Identify and recommend suitable materials in liaison with communal area works managers, and keep up to date with emerging best practice.
- Work closely with Capital Delivery Managers, who lead the delivery teams, and take a joined up approach, taking ownership of issues and working with all relevant services, ensuring that Hackney's customers receive an excellent service.
- To assist in the specification and design of installations in the light of practical on site knowledge and experience, in order to minimise future maintenance needs, ensuring that health and safety, user satisfaction and other local needs are taken into account.
- Exhibit the highest professional and technical standards as an example to the other members of the teams.
- Responsibility with the PAM Management Team for the leadership and management of the organisation, PAM, and the promotion of Hackney's objectives and activities for the delivery of its services to all stakeholders.
- Undertake regular reviews of standard briefs, codes of practice and policies and procedures, ensuring that all staff within the team are properly briefed and have access to the necessary guidance.
- To keep up to date with best practice and changes in legislation, ensuring that the team is kept informed, including providing summary guidance and training, together with identifying policy and procedural changes required as a result.
- To prepare and present reports on technical and policy issues to Hackney Council committee meetings and other formal/informal meetings as required.

- Develop and implement procedures for quality inspections and administration in compliance with Hackney council policies, including training the team in contracting practices and procedures, ensuring timely reviews, approvals and reconciliation of all the contract documentation is carried out.
- Develop and implement procedures for undertaking and recording surveys of the condition of buildings for a variety of purposes, including condition surveys in support of investment planning, leaseholders' Section 20 confirmation that the works are required.
- Maintain quality inspection records, photographs, correspondence, snag and defects sheets and other clerk of works documents for all projects.
- Lead on defects management, ensuring effective procedures are in place and that defects are appropriately discovered and rectified.
- Direct management and setting clear objectives and performance targets for all staff, promoting best practice and ensuring that all training and development needs are identified and responded to, monitoring the compliance by staff and consultants with established procedures.
- Be the key point of contact for contractors, establish and maintain positive relationships with the senior management team of the contractors and internal colleagues to enable effective delivery of KPIs and contract standards.
- Manage the monitoring of compliance levels of contractors for the organisation to ensure that risk is mitigated effectively
- Maintain accurate and comprehensive project/schemes contract files.
- Provide direction, support, training and guidance to ensure there is an adequate provision for the management of H&S risks including but not limited to: Fire Safety, Gas, Electrical, Water, Asbestos.
- Work with the H&S manager to keep up to date with legislation and policy relating to services and ensuring staff are informed of changing requirements.
- Work with other council services and departments providing ongoing information on what works are being undertaken and how that may affect their services.

Performance management and staff development

- Recruiting, leading, motivating and communicating with staff to foster strong team work for the organisation's objectives; ensuring professional standards and productivity are maintained at the highest level.
- Working collaboratively with the Head of Property and Asset Management (PAM), through provision of excellent people management skills, you will lead your team to provide a comprehensive property support service function across a significant geographical area coordinating capital and planned maintenance works

- To ensure that the workload of the team is managed, in accordance with agreed timescales and targets, complete regular one-to-ones to ensure that the roles are being carried out correctly and that any training needs are identified as well as team meetings.
- Line management responsibility for the team, monitoring staff performance, regular staff check ins, annual reviews, monitoring sickness levels and training/development opportunities.
- To provide effective leadership and direction to all employees within PAM, anticipate risks, its impact and exercise sound judgment in matters where the company may be exposed to risk at a sufficiently early stage to enable effective mitigation.
- Lead on installing a culture of innovation and continuous improvement within the PAM Directorate.

Other duties and responsibilities

- Commitment to Hackney Council vision and values.
- Deputise for the Contract Delivery Manager as required.
- Undertake any other duties consistent with the purpose of the post.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies. ____

LONDON BOROUGH OF HACKNEY

Person Specification

POST TITLE: Clerk of Works & Surveying
Manager

DIRECTORATE: Neighbourhoods & Housing

SERVICE: Property & Asset Management

GRADE: PO7

LOCATION: London Borough of Hackney

RESPONSIBLE TO: Property & Asset Management Head of Service

RESPONSIBLE FOR: Clerk of Works, Technical Support Administrator

SKILLS & ABILITIES:

- Ability to provide vision and direction to individuals and teams to gain commitment and ownership.
- Ability to empower and motivate people, build and contribute to, effective teams and relationships.
- Ability to lead by example and effectively delegate. Ability to define, specify, negotiate and monitor challenging outcomes and goals.
- Ability to engender a multidisciplinary team approach to the development of services, initiatives and the organisation.
- Ability to plan and manage projects and programmes of work.
- Ability to think laterally and develop creative and innovative ideas. A bias for action and an ability to exploit new opportunities.
- Good verbal and written and presentation skills and an ability to negotiate effectively.
- Personal and professional demeanour which commands the confidence of stakeholders. Strong personal impact and flexible style that allows challenge and collaboration.

- Ability to acquire new skills and knowledge with a commitment to learning.
- An ability to establish positive relationships with a range of stakeholders including customers and elected members, which generate confidence and respect.
- Able to work from heights, a scaffold or a ladder.
- Able to work in confined spaces, with noise or dust etc, while wearing the correct PPE.
- An ability and commitment to comply with the Council's Equal Opportunities policy and integrate these into service delivery and job responsibilities.
- Able to work outside normal working hours including evenings and weekends as required.

EXPERIENCE:

- Experience in successfully motivating and managing a team of professional and technical staff
- Significant experience leading on technical, surveying or clerk of works inspections to large building refurbishment projects within the Local Authority or social housing sector.
- Successful track record of implementing new practices and initiatives in a complex organisation, and change management
- Experience of using ICT to analyse and present information to a high standard.
- Experience of leading and motivating teams, building and maintaining positive working relationships across a professional team, contributing to scheme, departmental and corporate objectives, juggling projects and resources with changing requirements and priorities, and delivering them on time, to quality and to budget
- Significant experience of the operational aspects of building construction and/ or refurbishment.

KNOWLEDGE:

- In depth knowledge of building regulations and British Standards relevant to construction.
- Detailed knowledge of building pathology and typical construction standards used in housing from Victorian times to the present day.
- Knowledge of current issues regarding the legislative, policy and regulatory frameworks within which the service operates.
- Understanding of management of construction projects

QUALIFICATIONS:

- Minimum of NVQ level 6 qualification (or equivalent) in a construction/built environment subject
- Significant CPD level training and qualifications in construction industry developments

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies. ____