JOB DESCRIPTION

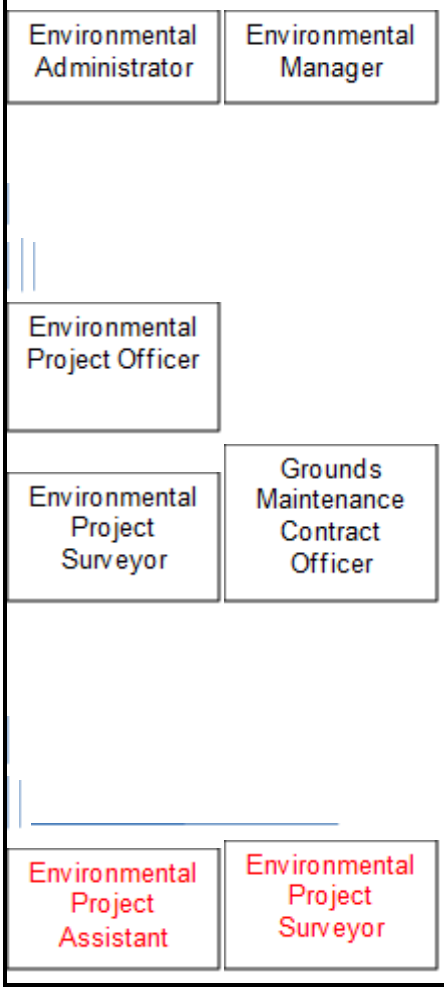
Job Title	Environmental Project Surveyor
Position Number(s)	1
Department	Housing Management
Section or Service	Neighbourhood
Grade	F

DESIGNATION:

Responsible to:	Environmental Project Officer
Employees directly supervised *(if applicable)*:	None

Family Tree:

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

To provide assistance in a full range of Environmental, Landscape and Built Environment Surveying duties. Providing a professional, responsive and effective technical service within the Environmental Services Team

Responsibility for the customer focused first contact for the Estate Improvement Projects undertaken by the Environmental Services Team and Project manage small to medium size environmental Improvement projects monitor to make sure they are cost effective construction-related projects are delivered on time, within budget and to agreed quality.

Providing assistant with contract and project information, Undertake Planning Permission submissions to include scaled AutoCAD diagrams and responding to enquiries and complaints with regards to the delivery of the Estate Improvement Budget Projects.

2. DESCRIPTION OF DUTIES:

Operational Tasks

- Assist the Environmental Project Officer and Environmental Services Manager in the formulation and presentation of designs/feasibility studies/programmes of work and new initiatives as and when required.
- Assist and undertake in the design, estimation and preparation of specifications/tender documents and plans for small to medium scale works through the environmental improvements budget.
- Tender works and services according to the Contract regulations from the selection of Contractors from the Approved List, invite and analyse quotations/tenders and raise order instigating works. Undertake a co-ordination role in the preparation of Contracts as necessary.
- Implementation of agreed schemes/initiatives forming part of the Planned/Programmed Works programmes for the Estate Improvement Budget.
- Responsible for the provision and revision of budget estimates, anticipated project expenditure, programme information and processing of invoices for authorisation by appropriate Manager. Liaison with Finance Section to identify anticipated expenditure and agree actual expenditure details for each project/programme of works.
- Check invoices and accounts for accuracy and conformity within quotations and approve payment. Draft/prepare interim and final certificates/variation orders for authorisation by appropriate Manager.
- All construction-related matters are assessed for risk, business continuity, safety, and quality, and appropriate decisions taken, and take appropriate action when breaches occur. This is to include all Government standards, contract laws, local regulations and policy guidance.
- Drafting correspondence/reports/briefing notes and other written material as and when required.
- Assist in the preparation and presentation of reports for Management, other Council Sections, Members and the Estate Resident Associations / Compact Leads.
- Attend and arrange meetings/surgeries representing the Environmental Services team to develop/maintain close working partnerships between the Team, Resident Representatives and Contractors. The attendance of Council Meetings as and when necessary/requested both during standard working hours and also evenings when necessary.
- To liaise and co-ordinate with the other Housing Management team members with regard to the production of IT generated information/data as and when requested.

- To liaise and co-ordinate with the Capital Works teams with regards to projects and possible combined working to avoid clashes or duplicate workings.
- Ensure compliance with Health & Safety legislation as it applies to Contractors in areas of the workplace which fall under the supervision of the post holder.
- Comply with all the Council's Policies and Procedures and any other relevant legislation.
- To undertake any other duties which may arise or as may be delegated from time to time appropriate to the grade of post.
- To work with residents, Resident Associations and Compact Groups to ensure that resident communication and engagement on projects managed including ensuring S20 legislative requirements are met if required.
- Undertake Planning Applications through the planning portal and have a knowledge of AutoCAD software for the production of scaled drawings as part of the application process.
- Attend monthly planning briefings to progress or liaise with the councils planning team to make sure projects comply with appropriate planning and building control legislation.
- Carry out site inspections and raise repairs / works orders on the RBKC HM IT systems where necessary.
- Responding to complaints and enquiries using CRM system regarding all services and projects provided by the Team.
- Ensure that RBKC Values are met in relation to complaints handling, resident engagement, Consultations and equality and diversity are met.
- Raise Work orders on OpenHousing and Purchase Orders through IBC.
- Any and all other duties relevant to the nature, scope and level of the role will be required on an Ad Hoc basis.

Resident Interactions

- Form and maintain successful relationships with TRA’s and Compacts to promote and deliver Estate Improvement Projects to residents and attend occasional meetings when required
- To maintain regular contact with residents and to respond to requests for practical assistance, which reasonably fall within the scope of the job.
- To construct, manage and undertake consultations on projects either by Letter, QR code, Phone or on site, to gather the thoughts and comments of proposed projects.

General

- To ensure that the service has a strong internal and external customer focus, with close liaison across all departments to ensure proper coordination of the service and excellent customer satisfaction
- Work as part of a borough wide team and provide cover and assistance to other members of the Environmental Team
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- To maintain appropriate records to comply with statutory and service-wide reporting requirements on performance issues
- Actively promote environmentally friendly initiatives. Ensure general, recycled and confidential waste is managed effectively
- Whilst this job description attempts to cover the main duties and responsibilities of the post it is not exhaustive. The post holder is therefore expected to undertake any other reasonable duties within their capabilities and the scope of the post as specified by their line manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Environmental Project Surveyor

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications- Essential: Degree Level in appropriate Qualification
C	Skills; Experience and Attitude • Previous Surveying experience in an Environmental / Built Environment capacity and be able to demonstrate sound relevant technical and practical knowledge and experienced gained. • Proven experience of small to medium project management to include project conception and design, budget estimates, anticipated project expenditures, programme information and delivery. • An ability to demonstrate experience in resident participation and engagement • Effective Planning and Organisational Skills with the ability to Multi-task. • Effectiveness to manage both Office based and site workings and meetings with residents and contractors • Ability to undertake tasks in line with Health and Safety / Fire Safety regulations • Be able to communicate effectively across all stakeholders

	• Experience of writing reports and managing large spreadsheets

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs.

	Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following example s are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.