



**WELWYN
HATFIELD**

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Role Profile

This section provides key information relating to the role

Job Title:	Surveying Technician (Building Services)		
Post No:	P01700	Grade:	F
Team:	Building Services	Location:	Campus East
Responsible to:	Senior Building Surveyor		

Overall job purpose:

Responsible for assisting the Building Services Team who manage the day to day running of the council's operational, commercial and community property portfolio.

The post holder will have property and customer service experience and be responsible for delivering a comprehensive and efficient helpdesk service, logging support calls from internal and external customers, escalating technical works to the relevant team member, and directly co-ordinating the day to day repairs and maintenance required.

The post holder will be responsible for ensuring that records in relation to repairs and maintenance, and compliance activities are accurately recorded on the Council property management system.

Key areas of focus:

1.	To be the first point of contact for the team and will log maintenance, cleaning and any other requests received through the Helpdesk and to be responsible for allocating priority works to the correct contractor.
2.	To plan and manage the framework contractor's operatives task list to ensure works are scheduled in based on the priority of the work.
3.	Responsible for the placement of orders and instruction of contractors, the supervision of work on site and the checking and processing of invoices for all types of contracted work.
4.	To administer the Council's access systems (PAC) and issue passes to new starters, members and contractors.
5.	Responsible for the day to day record keeping management and upkeep of all data files, reports, surveys and other relevant information providing any relevant diagnostic information that may be relevant or indicative of trends across the portfolio.
6.	Responsible for answering calls and emails from members of the public, commercial tenants, council departments, elected members and contractors regarding responsive and planned maintenance and allocating the work to the appropriate contractor.

7.	To investigate and respond, either orally or in writing, to all general enquiries made by the public, other departments, elected members, contractors, commerce, industry, Hertfordshire County Council and other local, statutory authorities
8.	Responsible for ensuring all invoices are processed within the required timeframe.
9.	To carry out cyclical building inspections with the building manager to identify any maintenance related issues that have arisen and to plan works around the building's operation
10.	Provide support for the team including writing letters, taking minutes of meetings and carry out other office admin duties as required. Occasionally to attend visit with Surveyor or Manager.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
A good standard of education including to A level standard or equivalent experience	x		AP
Training and experience in the use of property engineering and construction systems such as AutoCAD		x	AP
Relevant training for property activities, including COSHH, Electrical Safety, Working at Height, PUWER Regulations, Asbestos, Manual Handling, CDM and IOSH	x		AP
Experience of working within a front line customer facing role	x		AP/IN
Proven experience in identifying and prioritising urgent works, and instructing contractors as appropriate	x		AP/IN
Knowledge			
Proven experience in dealing with day to day repairs	x		AP/IN
Proven experience in identifying and prioritising urgent works, and instructing contractors as appropriate	x		AP/IN
Skills and abilities			
Ability to problem solve / identify solutions to resolve responsive maintenance issues	x		AS/IN
Ability to communicate effectively both orally and in writing with internal and external customers	x		AS/IN
Ability to prioritise tasks and to rearrange own workload to ensure deadlines are met	x		AS
Ability to monitor spend, ensuring repairs and maintenance works instructed are carried out within budget, escalating risks / concerns to the Senior Surveyor.	x		AS/IN

Other attributes			
Full valid UK driving licence (the post holder will need to be able to attend site visits and undertake site inspections)	x		AP
Ability to work on a variety of complex and competing demands/activities, ensuring deadlines are met	x		AS/IN
Ability to deal with difficult and demanding customers	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview