

Role Specification – Community Surveyor

Service Area	Locality Services
Role Title	<ul style="list-style-type: none"> Community Surveyor
Role Family	<ul style="list-style-type: none"> Locality Services
Location	<ul style="list-style-type: none"> Oxted/Agile
Operational Reporting Line	<ul style="list-style-type: none"> Lead Community Surveyor
Functional Reporting Line	<ul style="list-style-type: none"> Locality Services Manager
Functions to support	<ul style="list-style-type: none"> Locality Services provides a support function to all other services within the Council
Grade	<ul style="list-style-type: none"> M1 – M4

Service Area Purpose

- The Community Surveyors Team ensures that communities are safe, clean and compliant. They are knowledgeable across a broad range of technical disciplines and use their detailed knowledge and/or technical skills for inspecting aspects of the physical environment (housing, other buildings, car parks, parks, trees etc.) recommending/specifying the best course of action and contract management which may include some evening and weekend working. The key aspects of the role include:
 - Gathering and recording information, placing orders, undertaking site visits / inspections, and carrying out investigations both on routine or planned visits, and on behalf of other areas of the Council.
 - Commissioning work from other teams in Place, such as Operational Services.
 - Managing Place related contracts by having the day-to-day relationship with contractors and clients.
 - Working closely with the Projects, Performance and Policy team on the performance management of contracts, collecting and providing robust data and information.
 - Undertaking investigation work and the supporting enforcement work.

- communicating regularly with the contractors to ensure obligations are fulfilled on both sides and remedial action is taken when necessary.

Specific Responsibilities

To support the Locality Services Manager in the day to day work covered by Community Surveyors.

Person Specification

M1:

All the above and:

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Relevant professional experience in one or more of the areas of work covered by Community Surveying. 	<ul style="list-style-type: none"> • Educated to degree-level or equivalent relevant professional qualifications and/or equivalent experience

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of applying knowledge to a varied range of complex processes involved in Community Surveying. • Experience working out in the community making site visits. • Experience of representing the Council at external meetings • Providing technical advice to enable cohesive case work. 	<ul style="list-style-type: none"> • Experience of contract management..

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Able to interpret information/situations to resolve more complex problems using creative thinking. • Specialist knowledge of a wide range of complex processes involved in Community surveying • Understanding of the underpinning legislative/regulatory/technical context for the wide range of work within Community Surveying • Excellent inter-personal skills and 	<ul style="list-style-type: none"> • Experience of enforcement activities

<p>proven ability to deal effectively with customers and to remain calm in contentious and difficult situations.</p> <ul style="list-style-type: none"> • Able to perform efficiently and effectively under pressure. 	
--	--

M2:

All the above and:

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Working towards relevant degree or professional qualification or equivalent expertise in one of the areas covered by Community Surveyors. 	<ul style="list-style-type: none"> • Educated to degree-level or equivalent relevant professional qualifications or equivalent relevant experience

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in one or more of the services covered by Community Surveying • Validating and processing cases e.g. applications, complaints, service requests, reports. • Maintenance of databases. • Analysing and processing information for reporting. • Experience of contract monitoring.. 	<ul style="list-style-type: none"> • Working in a matrix environment where cross team and corporate working are essential. • Experience in working with teams across an organisation to improve services.

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Team worker with ability to work on own initiative. • Proactive with commitment to provision of excellent customer service. • Ability to handle difficult situations effectively and sensitively and perform well under pressure. • Able to review processes and recommend better ways of working. • Able to apply key skills across multiple processes and cases across a directorate. 	<ul style="list-style-type: none"> • Knowledge of project and/ or change management. • Able to work with teams across an organisation to improve services. • Working knowledge of matrix organisations. • Proficient in the use of some Council systems. • Purchasing/ procurement administration. • Broad and detailed knowledge of more than one Council services, systems and procedures.

<ul style="list-style-type: none"> • Able to interpret information/situations to resolve more complex problems using creative thinking. • Excellent verbal and written communication skills. • Well organised and methodical. • Resourceful and flexible in approach. • Numerate and able to comply with financial rules. • Able to exploit the use of new technology. • Analysing and processing information for reporting. • Detailed knowledge and understanding of the organisational procedures that relate to a particular work area, including some complex processes • Understanding of the underpinning legislative/regulatory/technical context for processes and cases in one or more specific areas. • Proficient in technology • Understanding of data protection. • Commitment to equality and diversity. 	<ul style="list-style-type: none"> • Understanding of broader organisational policy and procedures
---	---

M3:

All the above and **Qualifications / Education**

Essential	Desirable
<ul style="list-style-type: none"> • Relevant degree or professional qualification or equivalent experience in one of the business areas. 	

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Considerable operational experience. • Professional competence / expertise and considerable experience in the relevant specialism(s), with the ability to apply knowledge across a range of activities in the area. • Some experience in contributing to policy/ service development and/or implementation. 	<ul style="list-style-type: none"> • Working in a matrix environment where cross team and corporate working are essential..

M4:

All the above and:

Experience

Essential	Desirable
<ul style="list-style-type: none">• Substantial operational experience in a generalist role or through general management experience.• Advanced professional competence / expertise and proven relevant experience, with the ability to apply knowledge across the whole work area.• Experience of making a substantial contribution to the formation of policy/ service development and/or implementation	

Key Skills and Knowledge

Essential
<ul style="list-style-type: none">• Ability to apply specialist knowledge and problem resolution to a range of activities within the relevant business area.• Substantial understanding of service area development and policy.