

Role Scope – 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

Main purpose

Locality Services provides officers out in the community, to proactively and responsively manage our environment by delivering locally tailored inspections, contract management, carrying out investigations and supporting enforcement work and providing resolutions as appropriate. They support the delivery of community enabling initiatives to manage demand and deliver the ambitions of the Council Plan. They work collaboratively with partners on the ground to deliver place based solutions and provide technical support to the Customer Services Centre.

Key responsibilities

Supporting the Council's Culture

- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Adhere to the Council's Attitudes and Approaches framework.

Specific Responsibilities

M1

- Act as lead case owner in one or more areas of knowledge, personally owning the resolution of more complex cases.
- Supporting and sharing knowledge with the Customer Services Centre.
- Communicating the Council's position, as required, in dealings with external, partners, contractors and the public.

M2:

All of the above and

- Contribute, as required, to the delivery and development of Locality Services Policies, Procedures and Strategy.
- Communicate the Council's position in dealings with external partners, businesses, Government and other agencies on particular issues.
- Managing contracts.

M3:

All the above and:

- Contribute to the development and delivery of the Locality Services Policies, Procedures and Strategy.
- Frequently communicate the Council's position in dealings with external partners, businesses, Government and other agencies on a particular issue.

M4:

All the above and:

- Substantially contribute to the development and delivery of the Locality Services Policies, Procedures and Strategy.
- Frequently speak on behalf of the Council in dealings with external partners, businesses, Government and other agencies on a number of issues.
- Establish and maintain effective partnerships, both internally and externally, to support joined up services.