

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Technical Surveyor and Site Manager
Grade	PS9	Reports to (role title)	Technical Team Manager
		Directorate/School	Resources
JE Band	314-370	Service / Department	Land and Property
		Date Role Profile was created	Mar-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Manage the County Council's portfolio of gypsy caravan sites, ensuring the landlord's obligations are fulfilled and occupiers are compliant with the terms of the occupancy agreement. Implement the County Council's unauthorised encampment policy and assist with other property management and estates issues within the team. Contribute towards the overall development plan for the delivery of all services to Travellers and other tenants of the County Council where necessary, liaising with partner and Traveller organisations. This is a specialist role, which involves working with the Traveller community and other rural site dwellers and other agencies active in this complex and sensitive area. The role has taken on greater responsibility since 1/4/10 with the transfer to EPM of functions previously carried out within Environment & Infrastructure including the transfer in of the role of Surrey Traveller's Co-ordinator, a joint appointment between SCC and the Districts/Boroughs.
Work Context	Manage the sites pro-actively taking decisions over the repair and maintenance, security, and other day-to-day property management issues arising from the managed Gypsy and other related sites ensuring that services are delivered on time, are fit for purpose, facilities are inspected and checked and are legally compliant with regulatory standards. Implement a sound robust mechanism for collection of rents and housing benefit and ensure any other relevant outgoings are paid by occupiers of the Gypsy Sites and to provide the Estates Delivery Manager with regular arrears reports and income projections, and instruct Legal Services
Line management responsibility if applicable	None.
Budget responsibility if applicable	Maintenance Budget: £500,00 pa.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>RICS Technical Surveyor or similar qualification. Several years experience of working in property management. Previous property management experience. Previous experience in a public-facing capacity. Previous experience of providing direction for multi-site locations. Extensive experience of implementing change. Flexible and responsive approach and the ability to communicate with people at all levels.</p>
Role Summary	<p>Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>

