

Job Title	Senior Quinquennial Building Surveyor (QQ)
Reports to	Head of Housing
Team	Housing Property
Directorate	Housing & Investment Property
Location	Field Based in the Diocese
Contract type	Permanent, full-time (35 hours)
Job Grade	E
Requirements	No DBS required

Job Purpose	To carry out surveys in line with the Diocese’s quinquennial (“QQ”) obligations, prepare survey reports, negotiate works and timings with incumbents and engage and monitor contractors repair projects on the Diocese’s c. 600 strong housing portfolio in line with the Repair of Benefice Buildings Measure 1972. Ensuring projects are completed on time, on budget and to compliance, with a focus on cost control balanced with long term asset protection. It is anticipated that the role would also require the engagement and oversight of external service providers to undertake surveys on the simpler properties to ensure all properties are surveyed at least once every 5 years.
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About the Diocese Fund (LDF) and the Diocese of London	<p>The Diocese of London is the group of Church of England organisations located in London, north of the River Thames. It is overseen by the Bishop of London and is made up of parishes, schools, chaplaincies, missional communities, and other organisations across 18 Boroughs.</p> <p>The London Diocesan Fund (LDF) is the main charity that supports the work of the Diocese as a whole by generating income, providing a wide range of services and paying and housing its clergy.</p>
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Our Mission, Values, Ambitions and Priorities	<p>Mission: <i>For every Londoner to encounter the love of God in Christ.</i></p> <p>Ambitions: <i>Confident Disciples, Compassionate Communities, Creative Growth.</i></p> <p>Priorities: <i>Growing Younger, Safer Churches, Striving for Racial Justice - to reach every Londoner, we need to reflect the diversity of our city and be a welcoming, safe place.</i></p>
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**Equality,
Diversity, and
Inclusion
Statement**

The Diocese of London is committed to creating and sustaining a diverse and inclusive workforce which represents our context and wider community. We are aware that those of Global Majority Heritage/United Kingdom Minority Ethnic (GMH/UKME), women, and disabled people are currently under-represented among our clergy and workforce, and we particularly encourage applications from those in these groups with the relevant skills and experience that will increase this representation.

**Safeguarding
Statement**

The Diocese of London is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Job Scope

Direct and indirect reports	The role will require the appointment and management of external service providers.
Budget responsibilities	Up to £8m/year
Revenue responsibilities	N/A
Key Relationships	<ul style="list-style-type: none">• Provides service to Clergy.• Supports all members of the Property team.• Work with Archdeacons.• Maintains professional relationship with external contractors and consultants.

**Job
Responsibilities**

Strategic

- Take full ownership of the Quinquennial surveying & repairs service.
- Personally carry out quinquennial surveys of the Diocese's larger and more valuable housing stock. This will include listed and in some cases historically significant buildings.
- Plan, schedule and track property surveys (up to 100 a year) and then organise the subsequent repair projects.
- Complete the above surveys and work with a mixture of own time/resources and outsourced consultants as demand requires.
- Uses technical knowledge to prioritise projects to minimise further dilapidations across portfolio.
- Implement and maintain project tracker to ensure that surveys and projects are completed on schedule.
- Remain open-minded and receptive to customer feedback and adjust service accordingly.
- Commitment to improving Health & Safety standards and compliance.
- Assist with the betterment of the overall QQ strategy through 'lessons learnt' and regular project feedback

Operational

- Management responsibility for the QQ service across the residential portfolio
- Work closely with our suppliers, build, and maintain strong contractor and consultant partnerships.
- Achieve best value for money and competitiveness with contractor and supplier costs.

- Manage the program and budget including weekly reporting
- Ensure all projects are undertaken in line with CDM and other legislation.
- Prepare and review and verify schedules of work and negotiations as required
- Follow the legislation with regards to notifying and liaison with clergy
- Monitor, report and sign off on work ensuring all work is completed to the required standard.
- Strive for continual improvement and make recommendations about where this can be achieved.
- Share knowledge with colleagues within property services to raise overall standards of routine maintenance

Customer Service

- Ensure the very highest level of customer service is delivered and always maintained.
 - Highly customer focussed by always putting the customer first. Be committed to listening and engaging with their point of view, showing understanding and empathy.
 - Build and maintain effective Customer Relationships demonstrating trust, honesty, and respect with the Clergy.
 - Respond to all enquiries in an effective, efficient, and courteous manner.
 - Maintain regular and concise communication ensuring the customer is kept up to date.
 - Liaison with clergy pre works to ensure logistics and practical matters are resolved to allow works to proceed smoothly.
 - Remain responsive and open minded to Customer feedback and adjust our service to suit.
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Qualifications,
experience,
knowledge,
skills, and
other
requirements

Person Specification		
Criteria	Essential	Desirable
<i>Education and experience</i>		
RICS or CIOB Accredited Surveyor	x	
Ability to confidently deliver a hands-on surveying & repairs project service to over 550 residential properties across 270 square miles of London	x	
Significant experience in residential building condition surveys, maintenance planning and delivery of major residential building works	x	
Up to date with statutory obligations and industry best practice in the Housing Sector	x	
Strong knowledge of statutory property compliance and Health & Safety background such as electrical safety, CDM, asbestos.	x	
Experience of managing multiple projects concurrently and delivering a large volume of projects over the course of the year along with the required scheduling and forecasting.	x	
Experience of working in homes that remain occupied during works.	x	
<i>Knowledge and skills</i>		
Ability to manage conflicting priorities while working effectively under pressure	x	
Adept at dealing with conflict resolution and negotiating a satisfactory outcome	x	
Excellent communicator (both written & verbal) and strong team player	x	
Strong IT skills with experience of tracking and forecasting multiple projects to ensure budget and delivery targets are met.	x	
Experience of dealing with Listed Buildings, conservation areas, listed building consent	x	
Familiar with management of asbestos regulations and its practical application	x	
Understanding of Landlord & Tenant Act, Housing Act and standards of fitness for homes		x
<i>Other requirements</i>		
Knowledge of the Church of England governance, workings, and structure		x
Evidence of continued professional development	x	
Be prepared and able to travel regularly throughout the Diocese.	x	
Right to Work in the UK		

Person Specification – Competencies and Behaviours	
Focus on Self	Recognises impact of own behaviour and emotions on self and adjusts accordingly
	Respects and represents the organisation in an honest, ethical, and professional way and helps others to understand their obligations to reflect expected standards of behaviour
	Recognises and adapts to individual differences and perspectives in culture, style, and viewpoint
	Listens to, acknowledges and is responsive to diversity of experiences, perspectives, values, and beliefs
Focus on Others	Models and promotes teamwork and encourages a culture of recognising the value of collaboration; fosters productive working relationships and builds culture of consultation and works proactively to overcome barriers to collaboration
	Builds and uses connections with colleagues, communities and partners within and outside the LDF; fosters cooperation across workgroups
Focus on Team	Proactively engages with the team to encourage and enable others to achieve results
	Communicates and manages WHS expectations and responsibilities; consistently communicates with people about safety and wellbeing Provides support for stressful or critical incidents
Focus on Service	Identifies people's needs and methods for engagement; oversees service delivery and cooperates across work areas to improve outcomes for people
	Initiates, prioritises, consults on and develops individual and team service delivery goals, strategies and plans; monitors progress against aims and goals of the team/unit when prioritising own and others' work; evaluates achievements and adjusts future service plans accordingly
	Makes decisions that are focused on achieving organisational strategy and outcomes
	Holds others accountable for upholding decisions and assures compliance with internal and external requirements; sets a clear path/goals for self and team, delegates appropriately and monitors outcomes
	Makes sound financial and resourcing decisions, exercises delegations appropriately and monitors outcomes Supervises care, maintenance and replacement of resources; takes proactive steps to record, manage and monitor risks
Aligns with strategy	Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area; identifies and creates opportunities to initiate new connections that will facilitate the achievement of organisational goals within own area
	Actively contributes to improvements and innovations; actively participates in reviews of policies, programs, practices and services

Note: The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

Please sign below to acknowledge your understanding and acceptance of the job description.

Signatures

Employee Name	Signature	Date
Manager Name	Signature	Date