

## Senior Surveyor

## Role Profile

**Service:** Place Directorate, Development & Estates Service  
**Band:** Band 9  
**Reporting to:** Principal Surveyor  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

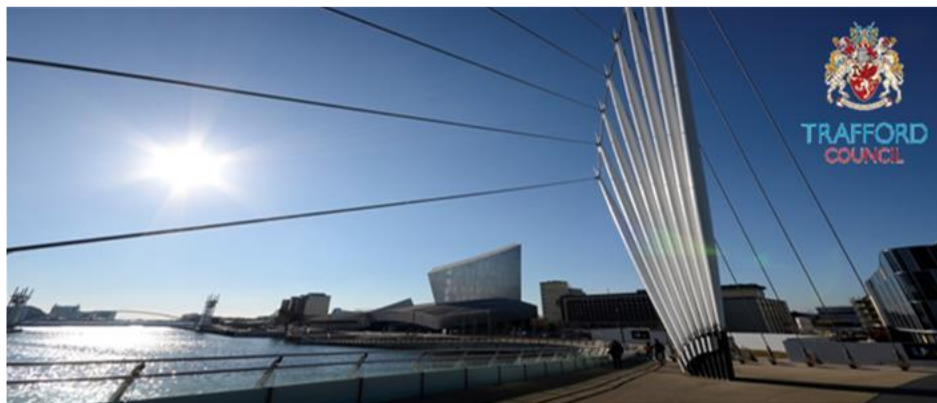
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Your Main Priorities

- Working under the direction of the Principal Surveyor, the role will be acting on behalf of the Council to assist in the management of its broad commercial property portfolio including industrial, retail, residential and mixed use developments.
- Assisting in the management of the commercial estate ensuring rent and service charges are collected on time, properties are kept in repair and ensure tenants are complying with their lease terms

### Key duties

- Responsible for service charge management, particularly around the preparation and maintenance of apportionment schedules and accuracy checks.
- Ensuring rent collection is in line with KPIs and attend regular debt meetings.
- Reviewing and managing tenant applications, and preparing approvals within the required timescales and instructing solicitors as necessary.
- Managing a portfolio of land and property holdings and implementing general tenant management functions including: lettings; assignments; sub-lettings; changes of use; alteration of property; schedules of condition/dilapidations; surrenders; monitoring; and reporting of property defects.
- Responsible for the provision of accurate insurance data to the Council Insurance team.
- Producing development appraisals.
- Responsible for EPC data management and strategy across the estate.
- Contributing to the identification of opportunities to improve asset performance, including planned maintenance and investment requirements, and undertaking property option appraisals to inform timely and effective decision making.
- Assisting in ensuring that all insurance premiums are recharged to tenants.
- Issuing instructions to Legal, Finance, and Income services (and others, e.g. consultants) in regard to agreed transactions and debt recovery.

- Undertaking other duties commensurate with the grade and as may from time to time be requested by senior managers

## About You

### **Qualifications and Professional Development**

- Degree or equivalent plus a relevant professional qualification e.g. RICS or related property qualification or substantial evidenced experience in the property industry.
- Evidence of continued relevant professional development and commitment to keep up-to-date with modern/current legislation.

### **Experience and Knowledge**

- Experience of managing large and complex property portfolios.
- Experience of commercial property management.
- Experience of working with the public, community and private sectors.
- Detailed knowledge of relevant policy, regulations and legislation and principles of property, strategy and regeneration and the way in which they can be utilised by Trafford Council.
- Knowledge of property financing and development appraisals.
- Knowledge of the national and local property market.

### **Skills and abilities**

- Implement strategies and plans, thinking strategically and anticipating risks, opportunities and obstacles.
- Deliver high quality results and achieve targets within specified time, budget and quality.
- Committed to the delivery of customer focused services and continuous service improvement.
- Ability to analyse and interpret financial information, key data and formulate solutions.
- Ability to work on own initiative, evaluate and exercise judgement before reaching a decision
- Excellent customer service, interpersonal communication skills and presentational skills.

- Ability to engage and build relationships and credibility in order to build trust with people.
- Promotes the work of the team and plays an active part in supporting the organisations values and behaviours.
- Ability to influence and negotiate successfully with a wide range of stakeholders.
- Ability to resolve problems using initiative and diplomacy.
- Effective record-keeping discipline.
- Ability to demonstrate high levels of care, accuracy, confidentiality and/or security when handling information.
- Computer literacy including a good working knowledge of Microsoft Word, Excel and Outlook.

**Special Conditions**

- Willingness and capacity to travel within Trafford borough and Greater Manchester as appropriate.
- Flexibility to work unsocial hours / weekend work may occasionally be required.

Date prepared/revised	5.11.21 / Job Title change (from Surveyor) 4.10.23
Prepared/revised by	C Huber / RP
Job Evaluation	November 2021 (no change as part of change 4.10.23)

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.