

Senior Surveyor (Asset Management)

What's the role?

Provide effective and sound leadership to a team of Project Surveyors to successfully plan, manage and deliver Curo's asset investment programme to ensure our customers' homes are safe, healthy, affordable and warm and reflect our strategic ambition of Great Properties and Places. Budget management of £5m+ per annum

Play a key role in identifying and developing opportunities to maximise the value of Curo's existing property portfolio and underutilised assets through active asset management programmes.

What will I have to do? I will...

- Lead a team of Surveyors to successfully deliver Curo's Property Investment programmes of improvement works to its homes and assets, achieving required outputs, outcomes, financial and customer satisfaction targets.
- Demonstrate a strong commercial approach to project and contract management, including the principal design, specification and delivery of projects. Create the conditions for successful partnership with contractors through effective and fair client/contractor relationship management
- Instil a customer focused culture for both colleagues and contractors; delivering high levels of proactive and responsive communications with customers throughout the planning and delivery of planned works leading to high levels of customer satisfaction with the quality of their homes and the delivery experience. Use customer feedback to continually improve the customer experience.
- Responsible for the delivery of investment programmes that deliver our strategic goal of Great Properties and Places and ensure that they are deliverable and achievable through robust contract management and resource planning.
- Provide inspiring and motivational leadership to colleagues within the team ensuring that realistic, but challenging service objectives are delivered.
- Lead on developing and maintaining stakeholder relationships, ensuring that customer responses are evaluated to improve the customer experience and future service delivery outcomes.
- Provide professional surveying services, using building pathology skills to diagnose faults and recommend robust, affordable solutions.
- Lead on the development and submission of Planning Applications where required, ensuring Proposals comply with Local Planning regulations and Listed Building Regulations.
- Lead the refurbishment of Curo's diverse property stock helping to achieve company objectives in the delivery of programmes and projects.
- Lead the delivery of internal refurbishment work streams, ensuring all programme approvals are achieved to further programme delivery.
 - Be responsible for the risk and issue management of the Investment programmes ensuring that they are managed in line with Curo's Risk and Assurance framework.
- Provide effective programme forecasting, progress monitoring, cost and contract management, ensuring the customer experience and quality standards are understood, maintained and developed.

- Manage the effective procurement of goods and services in line with Curo's procurement strategies to ensure; value for money, high level of customer satisfaction and service delivery are achieved.
- Analysing, assessing building defects and carrying out pre and post inspections on specifications created by your team to ensure value for money is achieved.
- Ensure that all operational policies, procedures, systems and processes within my service area are fit for purpose and up to date.
- Ensure that all standing orders, financial regulations and policies and procedures are complied with across my work streams.
- Ensure health and safety related activities including compliance with statutory obligations are robustly managed within my area of responsibility.
- Assume the role of Client and/or Principal Designer in relation to building works and refurbishment works in line with CDM 2015 Regulations.
- Ensure compliance with external funder (private and public) requirements for my area of work.
- Agree, monitor and ensure delivery of all internal and external targets and performance indicators for my areas of responsibility.
- Work closely with the Finance team on all aspects of asset management finance including budgets, forecasting, progress monitoring, cash flows and any other relevant financial parameters.
- Contribute to the review and monitoring of business plans and budgets;
- Lead on budget management, ensuring budgetary control systems are established and followed for all my areas of responsibility, ensuring that Capital and Revenue works are managed effectively and correctly.
- Prepare and present accurate management information and reports and engage as required with boards and committees, the Executive Team and other stakeholders.
- Take responsibility for the health and safety of myself, my team and others ensuring that we are fully compliant with all legislative obligations and Curo's working practices, with a particular awareness of Fire Safety, Asbestos, Gas and Electric

What do I need to be successful? I will...

- Have a relevant professional MRICS qualification or equivalent qualification/experience.
- Demonstrate I can actively lead my team to achieve corporate business plans and objectives.
- Demonstrate my experience in formulating and implementing strategies to grow the business to deliver a customer focussed property investment programme.
- Assist with the formulation of and implementation of the Great Properties and Great Places strategy and investment programmes.
- Deliver results on time and to budget, achieving relevant KPIs.
- Demonstrate my experience of business planning and risk management.
- Evidence my experience of managing substantial budgets successfully, profiling this across the financial year, and ensuring that my contract delivery matches this.
- Demonstrate my experience of managing project appraisals, financial models, business assurance and performance management systems.
- Ensure our business operations comply with the legal, regulatory and inspection frameworks governing services provided by the company.
- Ensure full compliance with the Homes and Communities Agency's policies and procedures and other legislation such as HHSRS, Decent Homes etc.
- Provide dynamic, inspiring leadership to my colleagues and peers.

How will I evidence my success? I will...

- Get feedback from customers, peers and my line manager about my effectiveness in growing the business, as well as how services are delivered
- Demonstrate the service improvements I have delivered with tangible results that show success
- Use the Curo Quality Assurance measures to demonstrate my consistent delivery of our team processes.
- Evidence that the Organisation is fully compliant with legislative obligations e.g. Health & Safety requirements
- Successfully meet the KPIs and objectives agreed for myself and my team
- Actively demonstrate my leadership skills and be able to evidence Curo's leadership principles through my appraisal meeting and 360° feedback.
- Demonstrate my active participation in Curo company life.
- Use the Curo Quality Assurance measures to demonstrate my consistent delivery of our team processes.