

The Property Services Directorate

The Property Services Department is responsible for ensuring our customers continue to live in high quality homes through the delivery of comprehensive and effective asset management services. Whilst our focus may be the “bricks and mortar”, we recognise the need to design our services to meet our current and future customers’ needs, offering choice where possible and ensuring that our tenants and their families always enjoy warm, safe and affordable homes.

The Department has a Dublin based Repairs Team (Clúid Works), supporting three regionally based repairs trade teams delivering a comprehensive repairs service across country. This team works alongside the Asset Management Team, which is also split geographically, and manages the planned and cyclical programmes of work and supports the New Business Team bringing new properties into management.

Role: Property Surveyor

Role Overview: To work with the Building Surveying Manager to ensure all necessary property services are delivered to a high quality across all our homes and estates. The role is varied and may include property surveys, contractor procurement & management, stock condition surveys, clerk of work services, defect diagnosis, snagging and tendering. Much of the work will be in people’s homes and will require empathy, respect and diplomacy at all times.

Reporting to: Building Surveying Manager

Key responsibilities

Stock Condition Survey

- ❖ To survey a range of properties according to a predetermined programme
- ❖ Verify current stock condition of the properties and identify all necessary attribute information
- ❖ Update the management information system accordingly
- ❖ Validate all asset related data currently held

Surveying

- ❖ To undertake a range of surveying duties to the association’s property stock portfolio
- ❖ Carry out a range of surveys to include structural surveys, condition surveys, snag lists, etc., providing comprehensive reports for same
- ❖ Offer advice and support to customers and other non-technical staff
- ❖ Inspect and prepare reports / specifications on defects and other property condition issues including tendering and contract supervision
- ❖ Prepare cyclical and planned programme and service contracts tenders

Tenders/ contract Management

- ❖ Assist in the procurement of contractors and consultants alike
- ❖ Assist in the procurement and management of the planned programme and ad hoc minor refurbishment / repair works



Our vision is of a society where everyone has a great place to live.

Our mission is to provide quality housing and services to enable people to create homes and thriving communities.

OUR VALUES

Leadership

We are passionate about results that matter and are committed to constantly challenging the way we do things, so that we can be the best at what we do.

We aim to set the benchmark for housing quality and customer service.

We accept only the highest standards of conduct and put service before self-interest.

Collaboration

We are approachable and responsive.

We aim to get the best, mutually beneficial results from all our working relationships.

We keep our promises.

Responsibility

We take personal and collective responsibility to ensure that the needs of our customers are consistently met in a cost effective and sustainable manner.

Caring

We believe that when we care for each other, interacting with integrity and respect, we will ultimately achieve the best possible outcome in any given situation.



reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.

(c)The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued.

Example 1 (above):

This is **not** a good example because it:

- does not give sufficient details of exactly what the person did or how they actually demonstrated their “*effective communications skills*”, also, it is not clear where the information requested at (a), (b) and (c) above is presented.

EXAMPLE 2 (ABOVE):

This is a **better** example because it:

- describes exactly what the person did and how they communicated, for example “*.....consultation, mainly over the phone and face-to face*” & “*developed a format for a summarised report, reducing the average length from 40 pages to just 10*” “*achieved this through careful editing of the information and increased use of graphs*”. “*Encouraged clients to ask questions*”
- Also, it is clearer where the information requested at (a), (b) and (c) above is presented.

Reminder:

Please note that all 4 competencies must be completed at the time of application.



Failure to complete all areas of the application form may result in you not being brought forward to the interview stage of the selection process.

