

Role:	Property Surveyor
Location of Employment	159-161 Sheriff Street Upper, Dublin 1 (Role is both office and site based within South Dublin and South East – office location can be flexible)
Reporting to	Building Surveying Manager
Contract	Permanent
Salary	€45,509 - €58,894 per annum
Probation	6 months
Hours	Full time
Leave	22 days (+ 3 days office closure at Christmas)
Travel	The post requires a valid driving licence and the use of a car for business purposes Mileage Allowance Operates

Clúid Housing is a progressive and dynamic not-for-profit Irish housing association.

Clúid Housing is an equal opportunities employer and proud to have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. You can meet some of our team by [clicking here](#). Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

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

- ❖ Liaise with tenants and contractors on the cyclical planned programme and quality control
- ❖ Management of service contract providers and inspection of work

Other

- ❖ Provide support to the Building Surveying Manager as required
- ❖ Support and offer advice to local Housing Officers and scheme based staff
- ❖ Quality checks on private contractor works
- ❖ Clerk of works role on new build schemes
- ❖ Assist the Clúid Works Team on the delivery of the Responsive Repairs.

Training

- ❖ Attend training appropriate to your role and ensure continuing professional development

General

- ❖ To fulfil all care and high standards regarding both Clúid's and your own health and safety obligations.
- ❖ To positively promote the Association in all activities
- ❖ To exercise discretion in all aspects of the role
- ❖ Willing to travel with occasional overnight stay as necessary
- ❖ Any other duties which are consistent with your role

Key competencies required in the role

- ❖ Asset management & Project management
- ❖ Communication / influencing
- ❖ Customer service and teamwork
- ❖ Financial management

Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted on the basis of <u>illustrating in their application that they fulfil the following criteria.</u> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications		
▪ Minimum of Degree required in Building Surveying or related area	✓	
▪ Managing Safely in Construction Certification		✓
▪ Willingness to undertake professional development	✓	
Knowledge / Skills		

<ul style="list-style-type: none"> ▪ Specialist role related knowledge, especially building surveying, contract management and building pathology 	✓	
<ul style="list-style-type: none"> ▪ Knowledge of Health and Safety legislation and compliance within a construction setting 	✓	
<ul style="list-style-type: none"> ▪ Communication skills – verbal and written, report writing, presentation 	✓	
<ul style="list-style-type: none"> ▪ Flexible and effective work style 	✓	
<ul style="list-style-type: none"> ▪ To plan and organise at organisational and personal level 	✓	
<ul style="list-style-type: none"> ▪ I.T. skills to intermediate level 	✓	
<ul style="list-style-type: none"> ▪ Attention to detail 	✓	
<ul style="list-style-type: none"> ▪ Financial control and budget management skills 	✓	
<ul style="list-style-type: none"> ▪ Problem solving 	✓	
<ul style="list-style-type: none"> ▪ Ability to set, satisfy and exceed targets 	✓	
<ul style="list-style-type: none"> • Ability to work with work with people showing empathy and discretion 	✓	
Experience		
<ul style="list-style-type: none"> ▪ 3+ Years' experience in a similar role 	✓	
<ul style="list-style-type: none"> ▪ Property management 		✓
<ul style="list-style-type: none"> ▪ Supervising on-site work programmes 		✓
<ul style="list-style-type: none"> ▪ Experience of contract management in the construction industry 		✓
<ul style="list-style-type: none"> ▪ Experience in property acquisition 		✓

The closing date for applications for this role is Sunday 31st January 2021 at noon.

It is anticipated that Interviews for the position will be held on week beginning 8th February 2021.

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.

COMPETENCY BASED QUESTIONS

Information on completing the Competency Based Questions overleaf:

In this following section, you are required to describe some of your personal achievements to date that demonstrate certain necessary skills and qualities required for this position. The skills and qualities are outlined in the Questions Areas on page 5 to 7 of the application form. All question areas must be completed and remember that you will be questioned on all areas at interview if you are invited to one. The instructions below will help you to complete your answers, but you should also consider these instructions when you are preparing for interview.

For **Question Areas 1-4**, you are given a description of the competency. You are then asked to describe a situation, from your own experience, which you think is the best example of what **YOU** have done which demonstrates this skill or quality. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here will form part of a shortlisting process, where necessary, and may also be used to help structure your interview, if you are invited to one. Therefore, compose your replies carefully and try to structure what you write so that you give specific information about what you have done – for example, do not simply say that “X was successful”, describe exactly what you did and how you demonstrated the skill or quality in question. **Do not exceed the space allowed in the boxes.**

For each of the examples please include the following:

- (a) The nature of the task, problem or objective;
- (b) What you actually did and how you demonstrated the skill or quality
- (c) The outcome or result of the situation

Please do not use the same example to illustrate your answer to more than two skill areas.

Please note that, should you be called to interview, the Interview Board may look for **additional examples** of where you demonstrated the skills required for this post so you should think of a number of examples of where you demonstrated each of the skills.

GUIDELINES FOR COMPLETING THE COMPETENCY BASED QUESTIONS

The competencies are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you 'fit' the requirements of the role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it**.

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks. So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

Some guidelines for presenting yourself well are given below:-

- **Give specific examples** – all competencies will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**. This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.

- **Give a range of examples** – if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a ‘one off’ situation.
- **Be concrete rather than theoretical** – a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

EXAMPLES ON HOW TO COMPLETE THIS SECTION OF THE APPLICATION FORM

Competency: Communication Skills: *able to adapt your communication style to particular situations and audiences..... Able to produce clear and concise written information....*

Example 1: *I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients’ needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

Example 2:

(a) *The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.*

(b) I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, 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.