



### **Job Capsule Supplementary Information:**

TA Compliance Surveyor  
Housing Options

#### **Role Purpose:**

The key purpose of the TA Compliance Surveyor is to support the delivery of a high-quality customer focused service in line with The Barnet Groups' business objectives and with a specific emphasis on the quality and standard of temporary accommodation. This role will assist the Temporary Accommodation Teams in delivering service area objectives to acquire and retain good quality, cost effective accommodation from the private rented sector to meet housing demand, and to ensure that property standards are maintained.

A key requirement of this position will be providing technical advice and support to the Temporary Accommodation Team, ensuring that properties meet the minimum property standards, identifying risk, and assisting the team to secure accommodation that offers the best value for money, minimizing cost and maximizing income to the Barnet Group.

The role will be required to inspect temporary accommodation, including pre-inspecting newly acquired properties, and write detailed reports assessing the quality and standard of this accommodation and identifying any risk. The role will implement a rolling programme of TA Compliance ensuring that properties are inspected to agreed timescales. The role will also be required to provide advice, identify solutions and make decisions in response to complaints that have been registered regarding the quality and/or standard of temporary accommodation.

#### **Main Duties and Responsibilities**

- To ensure that a quality inspection service is carried out on all temporary accommodation, including pre-inspections of newly acquired properties.

- To provide written reports on the outcome of each property inspection, providing advice and recommendations as required including identification of any risk. Reports could also include a detailed schedule of conditions, photographs and inventory as required.
- To assist in ensuring that statutory requirements for the management of properties are upheld e.g. means of escape in case of fire, Health and Safety etc.
- Identify risks associated with the quality and/or standard of temporary accommodation, and robustly manage these risks, including the development of mitigation strategies. Ensure that compliance activities are completed correctly and within timeframes within this high risk, high profile service area.
- To lead on key processes and time scales for the completion of inspections/surveys, make decisions for improvements to ensure the processes followed are always efficient, appropriate and cost effective.
- To assist with the establishment of technical standards and working methods. Keep abreast of current legislation, technical knowledge and new developments.
- To deal directly with customers of the Housing Options service, including homeless applicants, tenants and private landlords
- To work effectively with all landlords including private as well as social landlords to procure and let homes as efficiently as possible
- To provide technical advice in relation to properties procured and managed.
- To prepare when required cost of works for landlords and agents.
- To prepare works orders, ensure efficient cost control, carry out supervision of works and inspect on completion, instructing contractors to remedy any defects.
- To verify and approve repairs works carried out by the landlords and their agents.
- To provide professional evidence, and relevant documentation and attend high level meetings such as public enquiries and court in order to give evidence on the Barnet Group's behalf where necessary.
- To investigate promptly claims of damage and complaints to properties by owners/agents/tenants or outside agencies, and prepare reports with specifications for repairs and cost. To negotiate with landlords or their agents and oversee any remedial work.
- In accordance with any leasing arrangements, may negotiate with landlords the hand back of properties, minimizing the Barnet Group's expenditure on hand backs.
- To ensure that Barnet Homes income streams are maximised and expenditure minimised
- To provide professional support, technical advice and assistance to other areas of the housing options service.
- Attend out-of-hours meetings of Boards, Forums, Tenants' Forums and Community Panels, as required.
- To follow safeguarding procedures and policies to ensure vulnerable children and adults with housing difficulties receive the right services at the right time, sometimes including attendance at case conferences
- To detect and report any incidents of suspected fraud to the relevant senior officer and to liaise with other departments such as the council's Corporate Anti-Fraud Team (CAFT), Housing Benefit, Internal Audit and Legal

- Ensure and take responsibility for Health & Safety. Ensure it is inherent in all activities, including those of trades persons, contractors, staff and consultants with particular reference to asbestos, CDM and HHSRS regulations.

### **Performance management**

- Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

### **Flexibility**

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

### **Health and Safety**

- All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

### **The Barnet Group's commitment**

- Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.

Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults

## Person Specifications - Job title: TA Compliance Surveyor

### Technical Knowledge and Experience:

#### Education, Qualifications, Memberships

##### Essential:

- Relevant surveying qualification essential
- HNC/HND, in a surveying or construction related subject.
- CIOB, RICS or equivalent construction or surveying related qualification
- Demonstrable surveying experience

#### Experience

##### Essential:

- High level of experience in domestic building maintenance, including assessing quality/standards and diagnosing repairs requirements
- Proven track record (of at least 12 months or more) of dealing directly with the housing issues of members of the public

#### Skills and Knowledge

##### Essential

- Detailed knowledge of past and current legislation relating to construction. Detailed knowledge of building regulations.
- Knowledge of housing legislation and guidance including homelessness and landlord and tenant law
- Sound commercial acumen and the ability to add maximum value to Barnet Homes' housing stock
- Excellent oral and written communication skills and the ability to effectively engage with a diverse range of audiences, including senior managers, landlords, solicitors and vulnerable customers, in a courteous and professional manner and at times in stressful situations
- The ability to produce clear concise reports and to communicate complex information in a timely manner
- Strong interpersonal skills with the ability to negotiate and influence people to achieve effective outcomes, and the ability to resolve difficult and confrontational situations
- Ability to cultivate productive working relationships and networks, liaising effectively with other agencies, providers, other service areas within Barnet Homes and voluntary groups

- Logical and structured approach to problem solving with the ability to be creative and innovative when appropriate
- Ability to prioritise well within a challenging workload, particularly to ensure the most urgent inspections are dealt with appropriately
- Ability to work effectively and flexibly as part of a team and to support colleagues, including managers, within a team
- Highly motivated with the ability to take initiative and work alone

**Desirable:**

- Highly IT literate - skilled in all Microsoft packages, QL, Covalent, along with the ability to use any mobile IT equipment issued for the performance of the job.

**Other Requirements**

**Essential:**

- Clean current driving licence
- Willingness to remote work within the scope of Barnet Homes' lone working policy.

Value	Behavior Indicators
Inspiring Trust	<p><b>Walks the talk</b></p> <ul style="list-style-type: none"> <li>• Goes above and beyond normal expectations to deliver a high-quality service to the customer, and encourages others to do the same</li> <li>• Acts as a role model for others: demonstrating commitment to the values of the Barnet Group and own personal values through words and actions</li> <li>• Is prepared to admit that things have gone wrong when it is not easy to do so, and takes action to make things better</li> </ul>
Being Proud	<p><b>Champions the Barnet Group</b></p> <ul style="list-style-type: none"> <li>• Sets priorities and makes choices based on the wider vision and goals of the Barnet Group, not just own service area</li> <li>• Acts as a brand ambassador by representing the Barnet Group to external audiences</li> </ul>

Value	Behavior Indicators
Responding to Individuals	<p><b>Takes a flexible approach</b></p> <ul style="list-style-type: none"> <li>• Recognizes and celebrates the contribution of different groups and communities within Barnet</li> <li>• Works with individuals to identify the best approach for them: applying rules flexibly, and altering normal procedures if required.</li> <li>• Thinks from the customer perspective and collects feedback to help us understand the needs of different groups of people, and to shape what we do accordingly</li> </ul>
One Team, One Outcome	<p><b>Builds partnerships and relationships internally and externally</b></p> <ul style="list-style-type: none"> <li>• Networks with colleagues outside of own service area, as well as external stakeholders – taking time to get to know them and their perspective</li> <li>• Works across organisational boundaries to resolve issues and develop joined up solutions.</li> </ul>
Taking Ownership	<p><b>Seeks out challenging assignments</b></p> <ul style="list-style-type: none"> <li>• Proactively takes on new challenges</li> <li>• Takes action to address complex issues when others are unwilling to do so</li> <li>• Works with other service areas to improve performance and deliver outcomes</li> </ul>
Inspiring Others	<p><b>Builds team commitment and engagement</b></p> <ul style="list-style-type: none"> <li>• Is approachable, empathetic and supportive, helping people to solve problems, address issues or adapt to change</li> <li>• Positions self as a leader within the team, involving others in setting direction, and helping them to understand the wider organisational context</li> <li>• Supports others to develop new skills and ideas</li> </ul>