

Decision under Delegated Powers

Project Surveyor - Market Premia

Officer Making the Decision

Peter Oliver - Head of Landlord Services

Recommendation

That the Project Surveyor Post H335 grade SO2 post be subject to a market premia of £1766 per year for three years, funded from salary at the vacant Asbestos Compliance Advisor Post ref. M383.

Reasons

To increase the likelihood of a successful recruitment campaign by offering a competitive salary following three unsuccessful attempts to recruit to this post in the last six months.

Authority for Decision

A delegated decision is required under the Market Premia Policy and Procedure (P5):

*The request will need to be approved by the HoS of the relevant department. Therefore the line manager requesting the market premia will also need to complete a Delegated Decision and forward it to HoS, in order for the decision to be formally recorded and so that the appropriate financing arrangements can be secured. The completed Market Premia Questionnaire outlining the business case and evidence should be attached to the Delegated Decision application. Before approving payment, the HoS should consult the Strategic Director who should also be satisfied that there is a sound business case for awarding a market premia to an individual employee or group of employees **and** that this is supported by sufficient and justifiable evidence.*

Decision and Date

Approved.



24.02.22

Background

See Appendix 1.

In line with the policy, all Project Surveyor Post H335 postholders will be awarded the market premia payment.

The Council is moving to a delivery model for planned maintenance which involves multiple contractors rather than one managing contractor. There is a critical need to recruit in order to manage these contractors effectively.

The Strategic Director for Housing Planning Regeneration and Regulatory Services has been consulted by the Head of Landlord Services and is in agreement with the proposal.

Comments from HR

HR Advisor: Anna Cairns (23/2/22)

Summary of Comments from HR: A Variation eform will need to be completed for all staff who are being given this amount. Along with adding this amount to the next recruitment process.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

The current rate of pay within the market (based on similar type roles) are highlighted in Appendix 1 – three comparators have been obtained.

An objective pay comparison has been undertaken comparing the Council's SO2 salary range for Project Surveyor (Post: H335) - £30,451 to £32,234 to similar types and size of organisation outlined in Appendix 1.

The difference between the top of CBC SO2 (£32,234) and the proposed additional amount (justification in Appendix 1) of £1,766 + 44.51% ave on-costs = £2,552 and this is the amount requested for the first year.

There are 185hrs within this post = 5fte.

The cost of the market premia/supplement for 2022/23 including ave on-costs (44.51%) will be £12,800 (rounded). The cost for 2023/24 will be £13,200 and 2024/25 will be £13,600 plus any additional increases in on-costs in each year.

The costs will be met by vacant Asbestos Compliance Advisor: M383.

A Budget virement will have to be undertaken:

2022-23: Project Surveyor H335- £12,800 Increase budget: H055 / A0101 – Decrease budget H058 / A0101

2023-24: Project Surveyor H335 - £13,100 Increase budget: H055 / A0101 – Decrease budget H058 / A0101

2024-25: Project Surveyor H335 - £13,500 Increase budget: H055 / A0101 –
Decrease budget H058 / A0101

Risk Management

There are no significant risks identified with this decision.

Key Decision: No

Appendix 1

Market Premia Questionnaire

Can the recruitment or retention issues be addressed in any other way? E.g. opportunities for development of more junior staff, extra support, facilities, flexible working practices, possible secondment of staff across the organisation etc.

At present it is felt that the position is such that a level of technical experience in the field is necessary, and this could not be resourced from within the organisation at present.

Has consideration been given to job re-design? Please comment

At present the Job design has the correct functions associated with the Project Surveyor post S02 (H335).

Please present evidence, within the previous 12 months, of a failure to recruit or of recent retention problems that exist. This can be turnover figures, exit information, interview data and unsuccessful recruitment campaigns in terms of unsuitable candidates. Any unsuccessful recruitment campaigns must be shown to be rigorous. You must include dates alongside each item of evidence.

First unsuccessful recruitment campaign for 2 surveyors was advertised from 20/10/21 until 8/11/21 - we had no applications to short list .

The advert was extended and the second unsuccessful recruitment campaign for 2 surveyors was advertised from 8/11/21 until 22/11/21 - we had no applications to short list .

The post was advertised again from 20th December 2021 to 28th January 2022 using social media such as Facebook , and inside housing – we had one applicant who was unsuitable for shortlisting .

State what the risks are/ impact to the Council, if the department is unable to recruit or retain employees with key skills required for the specific role?

The post is to support compliance with the Council's statutory and contractual obligations relating to the repair of properties. Failure to recruit will increase the risk of contracts not being effectively managed, poor work being delivered to tenants, and a risk of reputational damage and financial loss.

Failure to recruit to permanent positions will likely lead to increased costs if interims are procured.

What level of market premia is to be given? Please evidence the extent to which the Council is not competitive with other comparable organisations. This should include information on comparable pay data and also reference the complete benefits package where possible.

Below are jobs advertised in November 2021 :

Surveyor (Delivery): Gloucester City Homes :Gloucester:£36,400 a year - Full-time, Permanent

Project Surveyor-University of Cambridge :Cambridge:£37,467 - £50,296 a year

Property Manager (Surveyor) - Inclusion Housing CIC :Liverpool-£33,000 a year - Full-time, Permanent.

See attached evidence appendix one.

DURATION OF MARKET PREMIA AND ANTIPATED DATES FOR PAYMENT TO COMMENNC AND CEASE:

Maximum allowance of 3 years from date of new contract once agreed. For existing staff, from 1st March 2022.

JUSTIFICATION FOR DURATION OF MARKET PREMIA:

In order to attract a suitable candidate 3 years would be considered a reasonable amount of time.

CALCULATION OF MARKET PREMIA:

(State amount requested showing calculation use separate sheet if necessary)

S02: range Spinal 26-28 is £30 451 to £32 234

Compared to average of 3 adverts

£36 400

£37 467

£33 000

Totals: £106,867/3 Which averages at £35,622.33

The average minus the spinal point is £35 622.33-£32 234=£3,388.33

The new wage would be £ 35,622.33, however, with this increase it would cause an issue with the Team Leader salary which is P01 grade scale from £32,910 - £35 745

I would suggest an increase of £1766 per year for 3 years

The new wage to be advertised at £ 34,000 per year

Evidence

Surveyor (Delivery)

Gloucester City Homes

£36,400 a year - Full-time, Permanent

Surveyor (Delivery)

Location: Gloucester

Salary: £36,400 per annum

Contract: Permanent, Full Time (37 hours per week)

Closing Date: Sunday 24 October 2021

GCH is an independent housing association providing high quality housing management services to over 5,200 tenants and 26 leaseholders in Gloucester. It is also a great place to work.

To ensure our 4,500 properties continue to provide warm, safe and welcoming homes for our tenants, GCH has recently launched a new 5 year programme of investment. The investment activities will be overseen by the Asset and Development team who are responsible for delivering safe, high quality projects, on time, to budget that achieve high levels of customer satisfaction.

A vacancy has arisen for a surveyor to join our existing team. The successful candidate will lead and deliver some of these projects, including managing all day to day contract and/or commercial issues, encouraging positive relationships and a partnering approach with contractors, carry out inspections and review costs and performance. As well as being technically minded the successful candidate must be able to demonstrate a successful track record of delivering planned projects and a desire to contribute positively to the wider team and culture of GCH.

GCH is able to offer remote and home based working for this role, encouraging a flexible and healthy work life balance. Other benefits include enrolment into our Social Housing Pension Scheme, 24 days annual leave (not inc bank holidays) the option of joining our health plan scheme, **Employee wellbeing package, cycle to work scheme.**

Closing Date: 24th October 2021

Interview Date: 1st November 2021

Gloucester City Homes is committed to equal opportunities and actively encourages applications from all sections of the community.

Project Surveyor

[University of Cambridge](#)

Cambridge

£37,467 - £50,296 a year

The University of Cambridge is looking to recruit an experienced Project Surveyor within its Maintenance and Facilities Team.

The role holder will be expected to deliver the full range of project management services to support a multi-disciplinary team of Building Surveyors and Engineers in delivering lifecycle maintenance and improvement works across the University Estate.

The role requires the Surveyor to work collaboratively with colleagues, and manage consultants and contractors, taking a lead on all project matters in order to achieve successful project completion within given design, time and financial targets.

The ideal candidate will be educated to at least degree or equivalent level in a Surveying or Construction Management discipline and either have, or be working towards, professional accreditation. You should have excellent numeracy, organisational and communication skills and knowledge of JCT and NEC contracts.

This is an exciting opportunity to develop a career on a diverse and rapidly evolving estate of a world class institution.

Interviews will be held week commencing 17 December 2021

Property Manager (Surveyor)

[Inclusion Housing CIC](#)

Liverpool

£33,000 a year - Full-time, Permanent

The Property Manager (North West) will effectively manage a portfolio of properties within a designated area, ensuring customer excellence, first class property management, effective partnership, performance management and the promotion of a positive reputation of Inclusion Group, its communities and service.

What we can offer:

- 25 days annual leave, rising by 1 day for each year served to the maximum of 30 plus Bank Holidays.
- Driving Licence and a car owner is essential for this post
- Salary: circa. £33,000.00 per year
- 9% Employer matched, contributory pension
- Live Cover – Three times salary

- This role is subject to a DBS check
- Location: Home Based covering North West
- Provisional interview date: Monday 13th December 2021.

The post holder will ensure effective performance management of the designated property portfolio in regard to contractor performance, void management, compliance and customer satisfaction.

The Property Manager (North West) will ensure the Property Director is appropriately briefed on key matters, and that issues are quickly escalated where there is, or likely to be, adverse impact on our performance, tenancy or scheme sustainment, and the overall services we provide.

The Property Manager (North West) will positively contribute to the work of the wider Property team and put forward recommendations to enhance performance across all areas of the development and property team.

Job purpose

- Leading on and managing all day to day repairs and planned maintenance of the assets, developing existing and new systems for the company to monitor performance and control costs.
- Ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the relevant legislation, policies and procedures.
- Monitoring the quality and standard of contractors work Undertaking pre and post-order inspections as necessary in order to ensure that contracts are performing properly and achieving value for money.
- Work in partnership with the Regional Managers and the Operations Team to deliver a quality service to tenants, supporting agencies and commissioning bodies.
- Ensure the appropriate technical and quality checks are made on work specifications and technical works, working with external architects / surveyors / project teams where required.
- Ensure that the approved list of repairs and maintenance contractors is maintained in accordance with agreed procedures.
- Undertake annual stock condition surveys and input data into the IH planned maintenance database.
- Assist the property team in the Preparation of the annual planned investment programme and draw up adequate specifications for the tendering of contracts.

Key responsibilities

A. Routine Maintenance

- Conduct inspections of properties to determine level of services and repairs required preparing schedules of work and obtaining cost estimates/quotes in line with the company's standing orders.
- Oversee coordination of all repairs and maintenance works, updating customers with repairs progress, directing and supporting the Business Administration Officers and providing out of hours support along with our out of hours' helpdesk.
- Ensure maintenance, servicing and required certification is obtained for all fire protection systems and equipment, gas boilers and appliances, electrical systems and landlords appliances, assistive technology, lifts and any other equipment that is the company's responsibility.

B. Contractor Management

- Ensure credentials of contractors are checked and approved.
- Provide instructions / specifications to contractors.
- Identify any technical issues that require additional professional advice- e.g. surveyor / architect.
- Ensure workplace safety is practiced by contractors.
- Manage a system of quality checking contractor's work and make appropriate recommendations.
- Recommend and maintain a list of approved contractors by location.
- Take a lead on contractor disputes.

C. Planned Maintenance

- Undertake annual stock condition surveys and input data into the IH maintenance system.
- Assist with preparation of annual Planned Maintenance and Improvement Plans.
- Contribute to annual budget setting and monthly monitoring of expenditure for planned maintenance and investment projects.
- Establish preventative maintenance schedules.

- Prepare plans and specifications for short term rehabilitation projects and approved investment projects.
- Manage any agreed projects, contracts and contractors
- Liaise with Occupational Therapists as required to address planned works required in line with tenant needs.

D. Health & Safety

- Liaise with the company's Health and Safety consultant as required.
- Oversee all health and safety matters relating to property structure and maintenance.
- Proactively respond to all compliance actions and regularly update compliance performance for your designated area.
- Work in partnership with the Regional Managers in addressing health and safety matters arising and liaison with tenants, support providers, families and local authorities.

E. Systems & Reporting

- Track and monitor data using the IH Repairs and Maintenance Database and compliance management database.
- Ensure regular repairs reports are produced and developed with the Business Administration Officers
- Lead on developing existing systems, including internal and external reporting and reporting on KPIs as the company's systems develop.

F. Performance Management

- To take full responsibility for the repair of void properties in a timely manner and to ensure quality of work achieving VFM.
- To ensure that maintenance targets are met including timeliness, quality and value for money.
- To ensure effective contractor management so as to ensure that we retain high performing contractors who deliver customer excellence and quality/compliant property repair.
- To be responsible for all aspects of property performance within your area including compliance, reactive, cyclical and planned maintenance.

- To work with the Development team and other internal colleagues regarding new schemes and their transition from development through to portfolio management.

G. Representative

- To liaise and build productive working relationships with all relevant support providers, commissioning authorities, tenants, families, appointees and other local partners.
- To promote the work, services and success of Inclusion Group at appropriate events and meetings.
- Discussing any property related issues with the on-site support teams.
- To deputise for the Property Director as appropriate.

H. Customer Excellence

- To ensure that we provide excellent customer service that is resident focussed and responsive to local needs.
- Identifying and working with tenants to establish ways of increasing their involvement in setting priorities and improving our services both within the scheme and more generally.
- To ensure a speedy and focused response to compliance and risk issues. Actions to be realistic, fast and efficient and supported by an effective action plan.
- To take ownership and responsibility for any property related complaints and queries from tenants ensuring that the customer experience is positive, professional and dealt with within set timescales at all times.

I. Other Duties

- Manage personal workload and respond to changing priorities and personal objectives.
- Keep up to date with key legislative and policy changes within the property/housing sector.
- Occasionally attend evening meetings.
- Implement and promote Inclusion's Equality & Diversity Policy and Health & Safety Policy and related procedures.
- Any other related duties as assigned by the Property Director that are commensurate with the general level of responsibility of this post.

- To comply with Terms and Conditions of service.
- To comply with Financial Regulations.
- To undertake such other tasks as may be reasonably requested by the post holders' direct manager.

J. Personal Training & Development

- In conjunction with the Property Director to identify personal training and development needs and co-ordinate/organise actions to meet them.

K. Health & Safety

- To notify any potential risks related to the working practices, proposals or wider changes identified as part of the role.
- This job description does not form part of your contract of employment and can be amended from time to time as the needs of the organisation require

Knowledge and experience

Experience of one or more of the following

- Substantive experience and knowledge of the property repairs process (responsive and cyclical)
- Substantive experience and knowledge of property surveying/preparation of specifications and contract management
- A track record in performance management and customer excellence.
- An understanding of facilities/contractor management.
- Experience of working in partnership
- Commercial acumen, able to translate plans into outcomes
- An understanding of supported living for vulnerable individuals
- An understanding of housing allowance/benefit
- Full Driving Licence and access to a car is essential

Skills and abilities

- Acts with integrity, is accountable and actively promotes and supports the vision and values of the organisation.

- Excellent communication and interpersonal skills, with an approachable and engaging style.
- A willingness to occasionally attend resident and other meetings outside normal office hours and away from normal place of work
- Commitment to providing a high-quality service to colleagues, external clients, tenants and residents
- Understanding of and commitment to Equal Opportunities and Diversity
- Commitment to social housing

Qualifications

- Surveying/property/technical qualification (Desirable-not essential)

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Application deadline: 06/12/2021

Job Types: Full-time, Permanent

Salary: £33,000.00 per year