

Summary

Job title	Building Surveyor
Division	University Administration and Services
Department	Estates Services
Location	The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ
Grade and salary	Grade 8: £45,585 - £54,395 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Head of Heritage & Building Maintenance
Vacancy reference	170680

The role

The Heritage and Building Maintenance (HBM) Team sits within Operations at Estates Services. The HBM Team is responsible for the maintenance of the built fabric of the University of Oxford's Functional Estate (comprising over 300 specialist research, teaching, and laboratory buildings, lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings). The HBM Team also has responsibility for the maintenance of the Graduate Accommodation and Residential Buildings Portfolio. We provide specialist advice regarding Accessibility to University Departments and Colleges, and maintain the Oxford University Access Guide.

As well as Repairs and Maintenance work, the team also supports Departments in relation to improvement and alterations through our Design Services. The HBM Team also provide expert advice and guidance to Capital Projects Teams in relation to major new construction and refurbishment projects. We work closely with colleagues from across Estates Services, including Building Services, Facilities Management, Asset and Space, the Direct Labour Organisation, Security Services, Sustainability and Compliance Teams.

The Building Surveyor role will be responsible for planned project work, complex repairs and maintenance work across the Functional, Residential and Graduate portfolios.

The role will require close collaboration with the Heritage and Building Manager and Building Fabric Manager. The programme of projects is varied and includes major planned repair works, refurbishment and sensitive conservation.

The post holder will be responsible for the management and oversight of a variety of external contractors. It is critical to the success of Estates Services and the University that contractors are carefully managed, that their work is of high quality, and that they deliver value for money across all projects. For larger projects, Building Surveyor's are expected to understand and manage existing contract frameworks and utilise these where appropriate to



engage a principal contractor. For smaller repairs jobs, the post holder will be expected to directly project manage a collection of smaller trade contractors to deliver the projects successfully.

The post holder will be expected to ensure the delivery of all projects in a safe, efficient, customer focussed manner, and will be the primary contact for residents in relation to works within their buildings. Excellent communication and organisational skills are critical to success in this role, and all projects must be delivered in accordance with targets laid out in the Estates Services R&M SLA.

A commitment to achieving “value-for-money” in relation to individual tasks and projects is important, and the post-holder will be expected to be able to manage multiple contractors to seek quotes for works in accordance with the requirements of the University’s financial regulations.

A good working knowledge of estate management databases and CAFM system is essential as work is managed through the Planon database and the post holder will be expected to ensure that projects are logged and progressed efficiently and all relevant information is recorded appropriately.

The post holder will need to be a self-motivated and enthusiastic problem-solver, with considerable experience of project management, construction and the investigation of building defects. The post holder will be required to collate and assess a range of technical information in order to advise on the best course of action to fix the fault, repair the damage, and ensure that any other potential risks of failure in similar building fabric across the Estate are identified and effectively mitigated.

The post holder will be expected to demonstrate a commitment to excellence in customer service and safe, efficient working practices. The HBM Team spend a great deal of time out and about within the buildings of the University, and must be confident in the management of compliance related issues such as contractor control, asbestos and fire-stopping. It may become necessary, in the course of the working day, to tackle poor performance of contractors on sites which are not in the direct control of the HBM Team. For this reason, a calm, confident manner is essential, and a strong working knowledge of compliance and the legal obligations of the University in relation to site management and safety is critical.

When dealing with tenants or building users, the Building Surveyor is representative of the wider Estates Services department providing a service function, and must ensure that they work with buildings users in a positive and collaborative way, maintaining open channels of communication and fully understanding the needs and requirements of individuals and teams within our occupied buildings.

Responsibilities

Service Delivery

- To successfully manage a programme of complex planned repair and maintenance projects across the universities estate portfolios and to ensure work is carried out within budget and on time.
- To undertake project work including preparation of drawings, specifications and tender documents for planned projects.
- To work collaboratively with all relevant stakeholders, customers and tenants in response to project management, repairs and maintenance and contractor control.
- To work collaboratively with colleagues in Asset and Space Management to ensure that any opportunities for development and commercial potential are fully explored.
- To coach, mentor and support junior members of the HBM Team.
- To help monitor and meet targets for service delivery, relating to response and resolution times for customer reported issues, compliance, PPM and contracted maintenance.

- To ensure that heritage assets are maintained in a manner appropriate to their significance and historic interest, and to assist in supporting building managers and others involved in the care of University buildings to understand their responsibilities in relation to heritage assets
- To actively seek out opportunities for best practice and continuous improvement in service delivery, reducing inefficiency and waste across all repairs and maintenance functions, and to listen to customer feedback, suggestions and comments during and at the end of all projects
- To provide excellent customer service, and to be an advocate for Customer Service Excellence (CSE).
- From time to time there may be occasions where weekend or evening working is required in order to deliver services, for example in relation to the maintenance of residential properties.
- To carry out such other duties as may reasonably be required from time to time by the Director of Estates.

Contractor Control and Site Management:

- To manage the work of principal and sub-contractors on University R&M projects
- To identify issues of poor performance by contractors, to manage their workload and to provide constructive feedback on work undertaken for the University. To feed into the continuous improvement of service functions by sharing lessons learnt with others within Estates Services and the wider University.
- To feed into the contractor management of the University's Framework contractors and preferred suppliers.
- To promote a high standard of health and safety awareness, and to take appropriate action in respect of any potential risks, near misses or accidents noted on site
- To understand the relevant legislation and regulations relating to building works, site management and contractor control which apply to University building projects, such as the CDM Regulations 2015, and to complete any necessary documentation relating to these when required
- To carry out regular inspections of trade work to ensure a good standard of workmanship and customer satisfaction

Departmental Liaison

- To communicate effectively and regularly with customers, building users and members of other University teams on matters relating to projects across the Estate.
- To be open, honest and clear in all communications, and able to explain the services that the team provides
- To treat all customers, staff, students, colleagues, partners and suppliers fairly, recognising the value of diversity and the importance of equality
- To carry out tool box talks in relation to matters of buildings repairs and maintenance for colleagues, contractors and departmental staff as required
- To host and chair meetings with customers from departments and divisions, contractors and members of other teams within Estates e.g. Security regarding individual projects
- To attend, as required, liaison meetings with key stakeholders to update them on individual projects and to offer expert advice on matters such as strategic maintenance strategies etc.

Strategic Initiatives

- To proactively monitor the state of the University's building stock, and report any issues arising in a timely manner to HBM Management Team.
- To ensure that the Head of Heritage and Buildings is fully aware of any deterioration in building condition to enable strategic decisions regarding future planned maintenance and capital project work prioritisation.
- To recognise where repeat building faults require more substantial building repairs or refurbishment projects and to help to identify at the earliest opportunity where such projects might also offer the opportunity to improve the energy performance of the building(s) overall.

Financial Compliance

- To understand the Framework contracts that are in place with preferred suppliers, and utilise these as appropriate.
- To ensure that all purchases comply with University procurement policies and procedures and the Head of Heritage and Buildings is kept informed of financial commitments.
- To work with other members of the team to effectively manage the reactive maintenance budget.

Health and Safety

- To carry out the role in accordance with University Safety Policy <http://www.admin.ox.ac.uk/safety/policy-statements/s1-09/>
- To produce safety method statements and risk assessments prior to work being carried out and ensure safe systems of work for staff and contractors using permits to work where necessary, with assistance from the HBM Management Team, Estates Building Services or Compliance Team if necessary.
- To plan, organise and supervise contractors in the execution of work passed to them in accordance with University Policy statement S6/08.
- To ensure that contractors working on University buildings have been given relevant health and safety documents available e.g. asbestos register information, and to monitor for the effectiveness and implementation of identified control measures and other safety issues and liaise with Departmental and Area Safety Officer as required
- To ensure that any hazardous waste created by works is dealt with in the correct manner, liaising with the Estates Compliance Team and Safety Office as appropriate.

Administration

- To report regularly to the HBM management team on compliance and SLA performance, taking action where necessary to remedy poor performance by contractors and suppliers.
- To provide regular project management reports and updates to Residential Team, BESC and other governance requirements.
- To provide necessary information to the Building Inspector to enable them to complete all job activities correctly and in a timely manner.
- To ensure that appropriate records are kept, ideally electronically.
- To be an advocate for Customer Service Excellence (CSE). To monitor performance data, to review customer feedback – and respond as necessary.

Selection criteria

Essential selection criteria

Candidates should be:

- Chartered members of a relevant construction related organisation (RICS or CIOB) with demonstrable experience of project management and building surveying duties.
- Able to demonstrate extensive experience in the construction industry and contractor management.
- Able to demonstrate experience of complex reactive building fabric repairs in large modern and commercial constructed buildings.
- Knowledgeable about traditional and modern building construction techniques, building regulations, CDM and safety legislation.

- Able to diagnose building fabric problems, and to understand and unpick sequential historic building repairs in order to identify the true origin of issues such as water ingress, structural movement or infestation.
- Well organised, with the ability to work independently to manage, prioritise and balance competing deadlines within their own high case work load to deliver work in a timely, efficient and effective manner.
- Able to work effectively and collaboratively with internal and external stakeholder to understand their needs and requirements in relation to project works, restrictions and procedures etc.
- Literate and numerate, with the ability to effectively communicate in writing and manage project budgets.
- Up to date on current and prevailing health and safety legislation and guidance, British Standards, Building Regulations and Codes of Practice
- Polite, professional and honest at all times, representing Estates Services as a whole when working around the University
- Aware of what good Customer Service looks like and able to work to Customer Service Excellence standards
- Confident in managing teams of contractors and sub-contractors working together to fix issues, and capable of building strong relationships.
- Excellent communication skills, and the ability to work with large numbers of customers with different communication styles at the same time
- A proactive approach to their work, and the ability to work on their own initiative
- Demonstrable knowledge of construction techniques and the ability to diagnose building problems quickly and appropriately source the correct contractors to help resolve the identified issues
- Experience of using management databases, Outlook and good IT literacy.

Desirable selection criteria

Building inspectors come from a variety of different backgrounds, for example through building trades or facilities management. Qualifications relating to specific trades (e.g. City and Guilds), facilities management, building conservation, planning, architectural history or equivalent are relevant, but not a specific requirement of the job.

The following extra skills and experience are desirable:

- Experience of working on historic buildings
- Experience of working within the Higher Education sector
- Experience of change management, process improvement or reducing inefficiency or waste within their working practices
- Service improvement through the setting of, or adherence to Service Level Agreements, individual or team targets, benchmarking or equivalent

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes the following hazards or safety-critical activities which will require successful pre-employment health screening through our Occupational Health Service before the successful candidate will be allowed to start work:

- Working at heights
- Lone Working
- Work in hot or cold environments
- Regular manual handling

- Work with any substance which has any of the following pictograms on their MSDS:



Additional security pre-employment checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

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About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Estates Services

Estates Services is responsible for the management and strategic development of the University's functional and commercial estate, comprising 440 buildings, and associated infrastructure. The University's functional buildings include specialist research buildings, teaching laboratories and lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings. Commercial properties include graduate accommodation, office space, warehouses and agricultural land and property.

The day-to-day responsibilities of Estates Services include managing the capital building programme, aimed at delivering world class new buildings; repairs and maintenance, including upkeep of some of the finest buildings in the city; facilities management for a number of University buildings; the provision of central services such as mail room services; maintaining a safe and secure physical environment; the allocation of space for departmental use; property acquisitions, disposals and leases; accommodation for graduate students at eight sites, as well as housing for key staff; conserving Wytham Woods and University Parks, and managing gardens and landscapes across the estate; carbon reduction strategies across the University and helping staff and students to make sustainable workplace and travel choices.

For more information please visit: <http://www.admin.ox.ac.uk/estates>

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

Support the University's core academic purposes of teaching, learning and research;

Ensure the University can meet the requirements of government, funding bodies and other external agencies; and

Facilitate the attainment of the objectives set out in the University's Strategic Plan.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.