

ROLE PROFILE			
Role Title:	Building Surveyor	Reports To:	Senior Consultant/Director
Location:	Birmingham (Jewellery Quarter) with some remote working and business travel		Salary: £35k - £40k

BACKGROUND

ARK Consultancy Limited (ARK) is a thriving business working throughout the UK, delivering a wide range of property consultancy services primarily within the housing sector. ARK also delivers a range of other business, social enterprise and employability support initiatives in housing and allied sectors.

ARK operates UK wide from an office base in Birmingham. ARK delivers its business activities through a combination of both directly-employed staff and self-employed associates. ARK currently has a team of around 100 people and a multi-million pound turnover.

ROLE PURPOSE

The role has two key elements:

- To provide a 'hands on' facilities management service to our offices and two small property management companies in the Jewellery Quarter.
- To work as part of our asset management consultancy team, to support a wide range of asset management and building related consultancy assignments.

ARK's senior team includes very experienced asset management specialists/consultants and senior building surveyors. The new role will support and work closely with these senior consultants, to deliver a wide range of interesting projects.

Although flexibility is required, we expect around 20% - 30% (1 - 1.5 days per week) of the post holder's time will focus on office and management company facilities management and the balance in varied consultancy assignments.

KEY ACCOUNTABILITIES

1) FACILITIES MANAGEMENT

- To take responsibility for facilities management for ARK's offices, to ensure that leases and rental arrangements are correctly administered and that all service, compliance and support contracts are in place and operating effectively and efficiently.
- To plan and support Director's meetings for the Management Companies.
- To take responsibility for the budget for all ARK office facilities management activities.
- To take responsibility for ARK's health and safety in our office premises.
- To provide the required service to tenants/leaseholders of the 2 management companies.
- To be the first point of contact for any facility related queries.
- To liaise with tenants and service providers to arrange access for site visits.
- To record all queries, repairs and visits onto the FM Log.
- To answer incoming communications in a timely manner.
- To arrange repairs and other works in line with agreed targets.

- To arrange and attend meetings as and when required.
- To arrange and create documentation for meetings and leaseholders.
- To provide other FM support where required.

2) CONSULTANCY SERVICES

The post holder will be expected to work across the wide range of asset management and building related assignments which might include:

- Stock condition surveying
- Stock condition validation
- Building surveys
- Energy performance reviews and assessments
- Asset option appraisals
- Contract administration and management of works on behalf of clients
- Input into technical specifications
- Project costing and analysis.

This will include desk-based research and analysis and site-based work. The post-holder can be expected to be working on a range of assignments at any time and will be working with a range of ARK's Senior Consultants.

3) CONSULTANCY SERVICES

GENERAL

- To advise ARK's Directors on any aspect of the facilities management services function which requires development or investment and to maintain a forward thinking approach to ensure that the business is efficient and effective in terms of its business planning and future budgeting.

CONSULTANCY

- To be a positive and engaged consultant, working as part of a team, to contribute to ARK's consultancy services.

RECORD KEEPING AND ADMINISTRATION

- Establish and maintain appropriate records and files for ARK and for clients; provide regular progress reports, client contacts, forward work programme, KPIs' etc. as specified.
- Submit monthly documentation as required including:
 - ~ Timesheets
 - ~ Client timesheets
 - ~ Mileage and expenses claims

HEALTH AND SAFETY

- Observe all safety rules and always carry out safe working practices. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work.
- Appraise yourself of all health and safety practices of client organisations when working in and from the client's offices.

DIVERSITY

- Be aware of ARK's responsibilities to provide a service that reflects and respects the diverse communities in which we work.
- Forge strong partnership relationships and communicate effectively with people from all sectors of the community, outside agencies and internal colleagues.

RISK MANAGEMENT

- Play an active role in identifying, managing, and controlling risks relating to the activities of ARK.

ADDITIONALLY

- Keep abreast of the changing face of the social housing operating environment through involvement in meetings, conferences, seminars, reading appropriate journals etc. Evaluate and report on such information and implement where appropriate.
- Undertake any such training and further education as identified and agreed with ARK's Director.
- Respect and uphold the confidential nature of the services that ARK provides to and for its clients.
- All information held or used by you in relation to ARK Consultancy Limited, CHIC Ltd and clients is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK or CHIC, nor any facts or knowledge in relation to ARK's clients or CHIC's members. All proposals, reports, business models, spreadsheets, memoranda, and other documents/IP in your possession (both electronic and hard copy) are and shall remain the property of ARK.

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF IDENTIFICATION
Qualifications		
Relevant degree or equivalent qualification	Essential	Application/Interview
Qualified Domestic Energy Assessor	Desirable	Application/Interview
Proven Experience, Knowledge and Understanding		
A forward thinking and proactive individual, who strives for excellence in all activities and wants to develop their experience	Essential	Application/Interview
A self-starter, who can take initiative and is totally reliable	Essential	Application/Interview
A people person who can effectively liaise with stakeholders and service providers	Essential	Application/Interview
Contract management experience	Desirable	Application/Interview
Skills		
A basic understanding of GDPR regulations	Desirable	Application/Interview
Experience of sourcing and managing contractors and suppliers	Desirable	Application/Interview
Housing stock condition survey experience	Desirable	Application/Interview
An understanding of the Decent Homes Standard, Housing Health and Safety Rating System (HHSRS) and The Homes (Fitness for Human Habitation) Act 2018 principles and application	Desirable	Application/Interview
Project Management skills	Desirable	Application/Interview
An understanding of the housing sector and basic building types and strategic asset management principles	Desirable	Application/Interview
Report writing skills	Essential	Application/Interview
Proficient in the use of Microsoft Office products, particularly excel	Essential	Application/Interview
Strong personal drive and commitment	Essential	Application/Interview
Confident and resilient	Essential	MTQ Assessment/ Interview

This Role Profile forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at ARK's absolute discretion in the future.

As a general term of employment, ARK may affect any necessary change in job content, or may require the post-holder to undertake other duties, at any of ARK's or our clients' offices or working from home.

CORE TERMS

- Salary - £35,000 - £40,000
- Car allowance - £1,400 p.a. and 45ppm
- Pension scheme - 5% ARK contribution matching employee contribution
- Holiday - 25 days per annum pro rata to the start date (ARK's financial and holiday years run July to June) and statutory bank holidays
- Driving licence required