

Job Family: Estates and Information Infrastructure Services

Job Reference Number:
Job Title: Building Surveyor
Department: Estates and Facilities Directorate
Estates Operations
Responsible to: Head of Asset Maintenance
Grade: Grade 7
Salary range:
Contract type: Permanent
Working arrangements: Full-time (35 hours)
Closing date:
Interview date (if known):

Reward and Benefits

To support the delivery of the University's People Strategy to attract, retain and reward the very best, we offer a fantastic range of [rewards and benefits](#) to our staff, including:

- 30 days annual leave, plus 4 customary days and 8 bank holidays (pro-rata for part-time) and the option to purchase additional leave
- Automatic enrolment into a pension scheme
- Corporate and local discounts
- Wellbeing resources and discounted health benefits
- Health discounts on sports and activities at Maiden Castle Health and Activity Centre
- Reward and Recognition Schemes
- Personal and career development
- And SO much more, with further information available [here](#).

Working Arrangements


At Durham, we recognise that our staff and students are our greatest asset and we want to support the health and wellbeing of all. Hybrid working supports this ethos and provides many benefits to our colleagues, including empowering people, where their role allows, to work in a manner which is more suitable for them, whilst encouraging our commitment to environmental sustainability.

Depending on the needs of the business and the job role, Durham University is piloting hybrid working for all Professional Services colleagues in the academic year 2021/22, which may include the opportunity to work both on and off campus and flex working hours. If appointed to the post, your line-manager will discuss the specific arrangements with you. Any hybrid arrangements are non-contractual and may change within the pilot and when the pilot ends.

The Department and role purpose

The Estates and Facilities Directorate provides a number of essential services to Durham University and is responsible for managing, maintaining and developing the infrastructure and building fabric of the various campuses, including:

- maintaining and regularly reviewing a maintenance programme which takes account of short, medium and long term needs of all buildings and University grounds

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- implementing the works identified and funded within the various maintenance programmes and operating a system for dealing with day-to day requirements, including the provision of an out-of-hours emergency service
 - providing a professional, technical service to the University for the design, construction and procurement of new buildings and adaptation works to existing buildings
 - identifying and recording the use of space and advising on ways of increasing space utilisation
 - property and asset management
 - acquisition and disposal of built environment related assets
 - procuring and managing utilities and services
 - providing postal, delivery and security arrangements and advice to the University; and
 - delivering a wide-range of customer-facing services, including contract management; estates and facilities relationships management; housekeeping and cleaning, business resilience, event management; reception helpdesk; university retail; business support; health and safety; and management information.


The Building Surveyor will provide a professional effective and efficient building surveying and reactive, cyclical and planned preventative maintenance service utilising in-house and contract staff, and external contractors.

Core responsibilities

- Recognised professional practitioner and service specialist, providing expert building-related advice.
- Implement changes to the design and development of building service processes, techniques and deliverables for one or more service strands or project streams.
- Carry out building surveys and provide specialist expertise and support with complex building data and information sources, interpretation and analysis, making recommendations on actions to be taken.
- Contribute to development of operational service activities to ensure excellence in the stakeholder experience.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Internal and external relationship development and partnership working, networking and participation to engage and influence future services and the University reputation.
- Maintain an awareness of current policy for University business goals such as widening participation and access, and provision of advice using specialist knowledge.
- Contribute to and lead business meetings, working groups and sub-committees at departmental and operational service levels.
- Responsible for managing budgets for consumables and some capital items, keeping records and processing invoices.

Role responsibilities

- Provide management for the delivery of high-quality estates building and infrastructure planned and reactive maintenance across the University; ensuring that all operational activities are carried out in a structure, professional and customer-focussed manner, delivering value of money services.
- Manage minor works projects from inception to completion, providing cost estimates, where appropriate.
- Ensure that adequate contractor control and health and safety procedures are in place and monitored to ensure compliance.

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- Promote and foster positive and highly collaborative approaches to problem solving and project implementation, helping to motivate, mentor and coach project team members.
 - Act as a point of contact for service colleagues and stakeholders to interpret and resolve complex infrastructure, architecture and technical problems; ensuring the University's asset management information is up-to-date and accurate.
 - Make decisions about the nature and level of problem solving, physical and analytical tools, techniques and protocols to deliver project and service objectives, providing advice and making recommendations for resolution, as appropriate.
 - Collaborate with other specialists within the Service and across the University, regarding the use of modelling and analytical tools, methods and standards to deliver integrity and consistency with service delivery.
 - Prioritise, schedule and monitor maintenance and installation works, projects and work streams across the University.
 - Provide regular status reports and identify risk management and contingency planning to other service staff, specialists, users and managers.
 - Liaise with internal and external agencies, local authorities, industries and visitors where appropriate.
 - Take responsibility for monitoring and updating risk assessments and safety procedures, providing guidance to others where necessary.
 - Develop, modify and optimise protocols and methodologies; keeping up-to-date with changes to legislation, codes of practice and best practice and introduce measure to ensure compliance.
 - Any other reasonable duties.


Specific role requirements

- May be required to work evenings and weekends, as business demands.
- There may be a requirement for the post-holder to participate in local on-call arrangements, as relevant to this role.
- Attend all training and CPD, as required.
- Ability to travel independently around the University estate.

Person specification - skills, knowledge, qualifications and experience required

Essential Criteria

1. Excellent oral and written communication skills and the ability to develop excellent working relationships both internally and externally.
2. Proven IT skills, including use of Microsoft Office.
3. Educated to degree level or equivalent experience in a relevant discipline.
4. Estates related professional qualification e.g. MRICS, MCIQB, MBIFM or working towards (the post holder will be expected to achieve a professional qualification within a reasonable timescale).
5. Significant relevant experience working in a building surveying or building maintenance role.
6. Knowledge of CAFM and AutoCAD systems.
7. Regulatory, local and national professional knowledge and experience of compliance.
8. Experience of being able to network internally and externally effectively and develop strong and productive working relationships.
9. Ability to solve problems and resolve issues, plan solutions and make pragmatic decisions.
10. Experience of delivering and developing specialist services for buildings or estates, services.
11. Ability to deliver infrastructure projects.

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12. Health and safety compliance knowledge.
 13. Experiencing of managing minor works projects from inception to completion.
 14. Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
 15. Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
 16. Experience of implementing policy and procedures and involvement with future changes for a service area.
 17. Experience of the procurement and management of facilities or other service-related contracts.

Desirable Criteria

1. Continuing professional development required to maintain professional recognition.
2. Experience of working in the Higher Education sector.
3. Experience of assisting in the development, and implementation, of strategies.

Realising Your Potential Approach

Providing Excellent Student Services and Professional Support: providing the best quality service to all our students, customers and stakeholders. Building genuine and long-term relationships, through everyday interactions, in order to drive up service standards and to enhance their experience.

1. Establishing challenging standards to develop services and advance the reputation of the University.
2. Interpreting rules and regulations flexibly to balance customer and University needs.
3. Consistently giving positive messages about the University.

Providing Leadership and Direction: seeing the work that you do in the context of the bigger picture and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.


1. Ensuring plans are consistent with the objectives of the University.
2. Not losing sight of the vision in dealing with day-to-day pressures.
3. Breaking down 'silo' thinking and encouraging a University-wide perspective.

Embracing Change: adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

1. Creating a climate that encourages innovation and receptivity to change.
2. Leading by example in supporting the University to break with traditional methods.
3. Communicating upwards to influence policy formulation.
4. Proactively scanning the wider external environment to seek opportunities to develop the University.
5. Adapting departmental plans to reflect changes in the wider environment.

Finding Solutions: taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

1. Being open to, and applying, good practice and fresh ideas from inside and outside the University.
2. Exercising judgement in line with University strategy and priorities.
3. Actively seeking new ideas and approaches from outside the University.

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4. Identifying and pursuing opportunities to work in partnership with external organisations to generate and develop ideas.

Working Together: working co-operatively with others in order to achieve objectives. Applying a wide range of interpersonal skills.

1. Working across boundaries to develop relationships with other teams.
2. Reflecting the principles of a responsible University and the University values in dealing with people and conducting business.

Using Resources Effectively: making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

1. Sharing good practice with other parts of the University.
2. Being mindful of responsibility to the University and funders in using resources.
3. Developing cross-service collaboration and being willing to share resources.
4. Identifying ways in which resources can be used flexibly and imaginatively for the benefit of the whole University, within agreed limits.

Achieving Results: planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.

1. Confidently saying 'no' to activities that are less important or do not fit with University priorities.
2. Critically evaluating the success of projects; disseminating lessons that can be learned.
3. Being effective in gaining buy-in without direct authority.
4. Being knowledgeable about key stakeholders and how they may influence the work of your department.

Developing Myself and Others: showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

1. Supporting others to undertake alternative duties, such as short-term secondments.
2. Encouraging others to contribute to University level activity.
3. Showing awareness of the changing needs of the University; incorporating these into own and others' development plans.
4. Keeping up-to-date with what is happening in the wider HE environment; communicating this to your team, where appropriate.

Respecting others: embracing diversity by promoting and maintaining an inclusive and supportive work and study environment that enables all members of our University community to achieve their full potential.

1. Leading on relevant Equality and Diversity Charter recognition/award attainment.
2. Proactively monitoring data regarding the protected characteristics, recognising trends and putting in place appropriate action.
3. Actively promoting family friendly/flexible working policies.
4. Proactively mentoring and sponsoring under-represented groups, to encourage progression.
5. Communicating effectively by developing networking activities across departments.
6. Valuing the contributions of all by publicising success stories, for example: achievements, awards and prizes, role models from under-represented groups, etc.
7. Actively working in partnership with diverse groups.
8. Promoting an open and fair culture throughout the University.



Job Family: Estates and Information Infrastructure Services

OUR CHARACTERISTICS: We are welcoming, collegiate and inclusive.

OUR VALUES: We are motivated, inquisitive, challenging, rigorous and innovative.

Durham University

Durham University is one of the world's top universities with strengths across the Arts and Humanities, Sciences and Social Sciences. We are home to some of the most talented scholars and researchers from around the world who are tackling global issues and making a difference to people's lives.

The University sits in a beautiful historic city where it shares ownership of a UNESCO World Heritage Site with Durham Cathedral, the greatest Romanesque building in Western Europe. A collegiate University, Durham recruits outstanding students from across the world and offers an unmatched wider student experience.

Durham University seeks to promote and maintain an inclusive and supportive environment for work and study that assists all members of our University community to reach their full potential. Diversity brings strength and we welcome applications from across the international, national and regional communities that we work with and serve.

It is expected that all staff within the University:

- Contribute to our learning culture by engaging in mentoring, training and coaching.
- Positively contribute to fostering a collegial environment; as well as demonstrating commitment to equality, diversity and inclusion.
- Have due regard to Health and Safety requirements appropriate to grade and role.

Family key attributes

Roles in this family manage and maintain the integrity of University buildings, estates and information services.

Overall family purpose

- Ensure safe, sustainable and fit for purpose buildings, internal and external environments in and on which to conduct University business.
- Liaise and engage with stakeholders across the University to identify and plan infrastructure projects to update and improve services and facilities.
- Align services to meet organisational strategic and operational objectives.
- Design new, adapt existing and implement services, working with external contractors and suppliers.
- Manage and monitor systems, mechanisms and processes to ensure compliance with internal and external regulations.
- Implement procedures to ensure safe and secure buildings, facilities, estates and information networks.
- Design and construct real and virtual test environments to ensure the most fit for purpose technology and services are available to underpin University business needs.
- Manage technology driven services and third-party platforms to underpin teaching, learning, research and administrative activities across the University.
- Engage with external suppliers, contractors, manufacturers and developers to ensure the highest-standards and quality of buildings, estates and information services.
- Work collaboratively and network across the University with staff in other families to ensure a smooth, timely and high-quality delivery of service.



Link to key strategic plan

- An economically sustainable approach to delivering infrastructure services across the University;
- Develop an academic estate that will allow the University to deliver world-class education, research and student experience;
- Ensure the long-term availability of suitable residential accommodation;
- Ensure the continuing renewal and maintenance of our estate;
- Improve the environmental sustainability and ease of travel around our estate and city locations;
- Support and facilitate a first-rate digital learning environment and experience on a par with the best in the UK;
- Running and ongoing development of a first-rate digital learning environment on a par with the best in the UK;
- A stakeholder-focused orientation, offering satisfying careers to all staff;
- Ensure that an increasingly diverse workforce is treated equally, fairly and with respect, and that all staff are demonstrably valued and actively engaged.