



JOB DESCRIPTION

Job Title:	Operations Surveyor
Department:	Privy Purse and Treasurer's Office
Section/Branch:	Property Section
Location:	London
Reporting to:	Head of Operations (London)

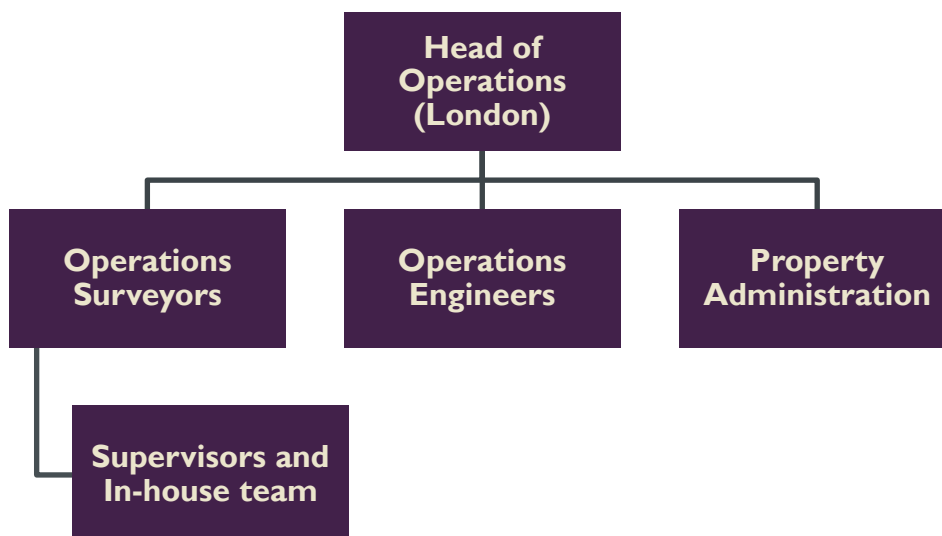
Job Context

The Royal Household Property Section is comprised of a team of highly skilled property professionals who are responsible for the maintenance of The Queen's official residences and for other properties within the Occupied Royal Palaces (the Estate). The section prides itself on the achievement of exceptional standards and strives to be a centre of excellence offering advice on the upkeep of historic buildings.

The London Estate is comprised of Buckingham Palace and Gardens, the Royal Mews, St James's Palace, Clarence House, Marlborough House Mews, and the residential areas of Kensington Palace. The Estate includes private and State apartments, other residential buildings (some of which are commercially let), office space, workshops, stables, garages, gardens and grounds. The majority of the buildings are classified either as schedules ancient monuments or listed buildings.

Various functions, events and meetings are held within the Royal Estates in the London Palaces. This includes annual large scale events such as the Summer Opening of Buckingham Palace, Garden Parties and State Occasions; smaller-scale regular functions such as receptions and meetings, and "one-off" events such as the Jubilee celebrations. All of these require the support of the Property Section.

Organisational Chart





Job Purpose

To be a key member of the team responsible for the operational activities of the London Property Section, including planned maintenance, specialist term contracts, statutory compliance, reactive maintenance and preparations for functions, and to have responsibility for service delivery, project and programme management and maintaining stakeholder relationships across specified areas of the London Estate.

Principal Accountabilities

Property Management

To be responsible for the conservation, repair and maintenance of the building services in specified areas of the Estate as well as the provision, operation and supervision of day-to-day building maintenance work and projects from the annual works programme. This includes, but is not limited to, new work, services, public health engineering services, safety and fire precaution related works and refurbishment projects

To ensure that the building services and structures that house them within specified areas of the Estate are regularly tested and inspected and that work is programmed, planned and scheduled accordingly

To be responsible for the end-to-end management of a range of works, varying in scope and scale. This will include: planning; preparation of specifications, schedules of work, sketch plans and simple working drawing; management of the tender process; appointment of contractors; supervision through to completion and settlement of final accounts

To liaise closely with Property Section colleagues to ensure projects are appropriately co-ordinated with other works so as to minimise disruption, ensure best use of resources and ensure that work is carried out to the highest possible standards

As required, to assist with the preparations for internal events and functions (such as State or official functions, the Summer Opening of Buckingham Palace)

People Management

Working in close liaison with the Operations Supervisor, to oversee works and drive the performance of contractors and the in-house team to ensure that works are completed on time, within budget and to the required specification and quality standards

Compliance and Risk Management

To ensure compliance with statutory duties and legislative requirements and that associated policies and procedures (internal and external) are known and adhered to; to carry out the role of 'nominated person' for particular systems; to check and monitor competence of staff, consultants and contractors that are assigned to work on the systems; to report regularly regarding statutory compliance to the 'responsible person' and the 'duty holder'; to ensure that corrective measures are taken when necessary to address any issues of non-compliance

To promote a culture of risk awareness and management and to regularly review compliance



Financial, Contract and Systems Management

To ensure all financial, tender and contract management processes comply with internal procedures, and that financial authorisations fall within delegations

In conjunction with the Operations Supervisor, monitor the performance of contractors to ensure works are completed within budget, on time, to the required standard and provide best value

To ensure works are procured in the most cost-effective manner in order to achieve excellent value for money

To ensure all management systems and records are accurately completed and maintained according to retention schedules

Stakeholder Management

To pro-actively manage stakeholder relationships and communicate regularly to internal stakeholders (including the client and all those affected by the works) on the progress and impact of works so as to minimise disruption

To liaise closely with customers to ensure the service provided meets their needs and expectations and that the highest levels of customer service are delivered

Job Dimensions

The post holder has direct line management responsibility for one member of staff. He/she has no budgetary responsibility.

Decision Making Responsibilities

The post-holder will be expected to make day-to-day decisions without referral but will refer policy, strategic or non-routine issues to the Head of Operations.

Practical Requirements

The post holder is required to work 37.5 hours per week, but due to the nature of the position the post-holder must have a flexible approach to working hours and weekend duties, particularly when the Court is in residence or when major events or functions are held. The post holder will also be expected to assist as necessary with emergencies throughout the Estate.

Person Specification

Educated to degree level with substantial experience as a Surveyor ideally gained within an environment of occupied spaces. Experience of managing and maintaining historic / listed buildings would be a definite advantage.

Demonstrable experience in relation to statutory compliance and risk management



The Royal Household

Adept at managing stakeholder relationships, with a diplomatic and collaborative approach, natural interpersonal skills and influence at all levels

Experience of control and contract management, ideally gained within a value for money environment

Good project management skills. Able to manage a varied portfolio of work, adapt to changing circumstances and prioritise work/resources

Have good people management and contractor relationship management skills

A logical problem solver with good judgement and decision making capability. Able to remain level-headed under pressure

The ability to work collaboratively with colleagues across functional and geographical boundaries, where flexibility and a 'can do' approach to teamwork is essential

Genuinely passionate about and familiar with a customer-driven approach to the delivery of property services, with a rigorous approach to standards of internal customer service and continuous improvement

IT literate with a good working knowledge of MS Office and CAD.