

# Job Description and Person Specification

## LTA Void Surveyor

A Lambeth to be proud of



**Job Title:** LTA Void Surveyor

**Grade:** PO2

**Department:** Liveability Department

**Division:** Housing

**Business Unit:** Property Services

**Reports to:** Liveability Voids Manager

**Responsible for:** N/A

## Context

It is an exciting time to join Lambeth Council, we have bold ambitions for the future of Lambeth's communities and residents through our [Lambeth 2030 Plan 'Our Future, Our Lambeth'](#). To deliver on these ambitions, we have embarked our transformational One Lambeth Programme ensuring we are 'connected by purpose,' in everything we do to deliver excellence. We are proud to have recently developed a refreshed set of One Lambeth Values and Behaviours that were develop for staff by staff; Equity, Ambition, Kindness, and Accountability. For more information, please have a look at our dedicated [One Lambeth Values and Behaviours page](#).

Do you enjoy solving problems and finding practical solutions? Every surveyor should ask themselves this question. The technical skills, processes, and regulations involved in surveying can be learnt. However, the best surveyors in the business are known for their attention to detail, analytical thinking, and ability to communicate clearly.

Our team is working on the front line of property services. Our remit is to deliver a first-class service to our clients and communities. If you are interested in being part of a skilled, professional team whose focus is to ensure homes and buildings are safe, compliant, and fit for the future, then read on.

## Job Purpose

The overall purpose of the Surveyor role is to deliver an efficient, customer-focused property and asset management service, ensuring homes and estates are safe, compliant, and well maintained.

To provide professional advice, inspections, and reports across a designated area, ensuring the council fulfils its legal, technical, and contractual responsibilities.

To act as a visible presence on estates, identifying issues, specifying works, and ensuring high standards in the built environment.

To support the wider team in delivering safe, sustainable homes and excellent customer outcomes.

Whilst there is an element of the role that involves report writing and desk-based work, a truly great surveyor will spend much of their time out on site. Only by being present in the field can you gain a real understanding of the condition of buildings, the needs of residents, and the challenges of the environment you're assessing. Your visibility will bring reassurance to stakeholders and build trust in your expertise.

Your job is to connect the dots. Clients and colleagues will come to you with issues to diagnose or projects to plan. More often than not, you will need to liaise with contractors, engineers, and housing teams to deliver the right solutions. That's why building strong professional relationships across the organisation is vital to your success.

This role has a particular focus on new build estates recently completed by the council, bringing a unique set of technical and practical challenges.

You'll be trusted to manage your own workload, working independently while also contributing ideas to continuously improve how we deliver surveying services.

From time to time, the role may involve occasional evening meetings, but you'll also benefit from a healthy work/life balance thanks to our flexible working policy.

## Responsibilities

Provide accurate Void repair specifications to support effective maintenance in the foreseeable future.

Advise staff on cost-effective repair and maintenance solutions.

Resolve service delivery problems and customer concerns, escalating where necessary.

Resolve disputes with contractors, advise non-technical staff, and handle complex variation requests.

Prepare verbal and written reports on contract performance, including advice on capitalising repairs or adopting alternative repair strategies.

Work with specialist surveyors when needed and produce detailed technical specifications for void properties.

Inspect repairs pre- and post-completion with all necessary documentation required in a timely manner.

Identify and oversee high-cost voids, ensuring completion and follow-up.

Maintain a strong safeguarding awareness, attending refresher training as required.

Lead and coordinate small-scale and multi-contract voids, ensuring compliance with all project requirements (EPC, Asbestos and Electrical certifications)

Support frontline staff with repair queries and variation orders.

Ensure compliance with all Council policies, procedures, and statutory requirements.

Adhere to the Data Protection Act and maintain confidentiality of all information.

Follow all Health & Safety requirements in every aspect of the role.

Promote a safe, inclusive, and motivating work environment, supporting equality and diversity.

## PERSON SPECIFICATION

### LTA Void Surveyor (PO2)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with Ticks" (✓) on the person specification when you complete the application form.			
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Qualification		Holds degree level qualification, relevant professional qualifications or has equivalent substantial demonstrable experience at a managerial level  Post graduate level qualification or evidence of continued professional development to this level	✓A
Key Knowledge	K1	Knowledge of buildings maintenance and surveying.	✓A
	K2	Good working knowledge and understanding of contract management	
	K3	Ability to keep up to date with changes in legislation, standards, and best practice in surveying, building safety, and property management	✓A
Relevant Experience	E1	Sustained construction related experience	✓A
	E2	Clear knowledge of current issues affecting TA's, local authorities and social housing.	
	E3	Experience of report writing and presenting performance related information in a simple and easy to understand way.	✓A
	E4	Experience of managing complex technical casework, such as building safety issues, disrepair, or compliance investigations, and following these through successfully.	✓A
	E5	Demonstrable experience of providing guidance, training, or quality-checking the work of others.	

Core Values and Behaviours		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that</li> </ul>	

		impact on them, working together to find solutions.	
		<b>Accountability</b> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<b>Ambition</b> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> </ul>	

		<ul style="list-style-type: none"><li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li><li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li><li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li></ul>	
--	--	---	--