## Job Role Profile

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|  | **Job Title:** | Property Surveyor Technician Apprentice |
|  | **Department:** | Asset Management |
|  | **Direct Supervisor:** | Programme & Survey Manager |
|  | **Location:** | Wem |
| **1** | Job Purpose: Working towards providing efficient support to the Property Survey team. |
| **2** | Dimensions: None require for this role. |
| **3** | Principal Accountabilities:* Provide administrative support to the Programme and Survey team specifically including dealing with incoming data from Property Surveyors and to assist the Business Support Assistant when dealing with appointments and enquiries.
* To upload new and existing information onto the data management system and distribution of information as required across the immediate team and/or wider colleagues.
* Provide administrative support to the team, scanning and collating information for the Property Surveyors to assist with the running of small refurbishment or estate improvement projects to make our homes safer and more energy efficient for our customers.
* Assist the Property Surveyors when taking appropriate measurements of buildings, land or plans.
* Engage and meet with other professionals, clients, customers and others to obtain and provide information relating to any of Connexus land, property or surrounding areas.
* Assist the Property Surveyors with life cycle costings and/or measurements using data collected from historical information.
* Deal efficiently, professionally and courteously with clients, members of the public and external agencies.
* Attend and participate in any meetings and take minutes if required.
* Attend all the mandatory training as identified and required.
* Any other duties as identified through regular progress reviews.
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| **4** | Key Performance Measures:Undertake technical certificate and key skills qualifications as per the apprenticeship standards within agreed timescales |
| **5** | Knowledge, Skills & Experience:* Able to follow verbal and written instructions and procedures.
* Good numeracy and literacy skills.
* Good ICT skills.
* Excellent time management skills.
* Good interpersonal skills.
* Able to communicate with others clearly and courteously both verbally and written.
* Ability to work co-operatively with others.
* Demonstrate empathy, patience and understanding of customers’ needs.
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| **6** | Qualifications:* Ability to undertake technical certificate and key skills qualifications as per the apprenticeship standards.
* Good level of Maths and English
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| **7** | Key Relationships:Post will report to the Programme & Survey Manager and will build key relationships with the rest of the Programme & Survey Team and with the Strategic Asset Team. |
| **8** | Organisation Chart:Reporting to: Programme & Survey ManagerDirect Reports: None |
| **9** | **Standard Requirements Applicable to all Roles:**1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
3. All individuals are expected to carry out their duties and responsibilities having regard to the company’s commitment to providing a customer focused service.
4. Act as an ambassador for the Group at all times during the course of your duties.
5. Ensure compliance with requirements under the GDPR Regulations 2018 and follow the 6. Group’s GDPR policy and procedures relating to confidentiality.
6. To promote equality and diversity and to treat everyone with fairness and dignity. Whilst be committed to the principles of Equality and Diversity.
7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role.
8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice.
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