

## Job Description

**Job Title:** Surveyor

**Reports to:** Area Director

**Department:** Sonas Surveyors

**The Role:** Survey and Valuation of residential property, including mortgage valuations, RICS Homebuyer Survey and Valuation reports and Building Surveys. Other General Practice/Building Surveying work as agreed from time to time, dependent on experience. Liaison with clients, parent company, and outsource providers. Lead generation/conversion, development or referral of business opportunities.

### Key competencies for the role:

Competency title	Brief description
Communication skills	Internal and external written, telephone and face to face communication to clients and internal departments.
Customer service	Both internal and external. Rapport building, Listening and interpretation, fact finding, understanding needs and negotiation. Maintains positive relationships.
Time and self management	Organisation and prioritisation, working to deadlines, taking ownership and accountability for own area.
Understanding of the Organisation	Understanding of the group vision. Understanding the SimplyBiz Group and all the business within it. Competitor and industry awareness.
IT skills	Intermediate Word, advanced Excel and basic PowerPoint.
Problem solving	Research, investigation and decision making.

### Key responsibilities:

- Provide top quality professional survey and valuation services to corporate and private clients.
- Working in conjunction with central administrative support services, ensure reports are produced and dispatched within the requisite timescales.
- The Company operates a points system to measure productivity. Minimum productivity expectation, assuming work availability, is for an average of 5 points per day to be maintained, measured weekly, monthly and annually. To achieve this, it is usually necessary to book beyond 5 points per day, to take account of possible cancellations and the reality that the Company will experience quieter periods from time to time. Points are allocated as follows:

Report Type	Points
Building Survey	6
Scheme 2 (HSV+MV)	3
HSV	2½
MV/Re-mortgage/Std Valuation	1
Relocation/Repossession	1
Further Advance	¾
Re-inspection/Drive Past/Others	½

- A quick turnaround of reports is crucial to the success of the business. Accordingly, valuation reports should be fully completed and dispatched on the date of inspection or, at worst, by 1200 the following day. Private Homebuyer reports should be fully completed and dispatched within 3 working days of inspection and Building Surveys within 5 working days.
- Turnaround is monitored daily.
- Deal with Client queries in a professional manner and on a timely basis – turnaround of queries is as important as turnaround of reports.
- Collective responsibility with central administrative support services to ensure IT/Diary Systems are updated at all times.
- Ensure Clients are kept fully updated on progress and/or notified of any unavoidable delays in relation to completion of instructions.
- Be product-aware and knowledgeable of the services offered by the Company.
- Provide quotations for surveys, by telephone or through other media as required.
- Wherever possible, generate/convert leads for new business.
- Be aware of Company standards and regulations as outlined in the Staff Handbook.
- Be conversant with the Company's Quality System, to ensure that the quality of service and product consistently meets (or exceeds) the Company's documented standards.
- Remain aware and fully updated of the requirements of the RICS, as contained in the Red Book and other relevant literature.
- The Company will use all best endeavours to provide relevant training to satisfy the requirements of Continuing Professional Development. However, it is the surveyor's responsibility to ensure that CPD requirements are met.
- Provide a friendly, helpful, honest and efficient service at all times when dealing with clients, colleagues or the general public, whether face-to-face, over the telephone, or through other media to ensure the professional image of the Company is maintained or enhanced.
- Be pro-active. Complete work as efficiently and accurately as possible and seek more work where necessary.
- Ensure your workplace is kept clean and tidy, and that you are fully conversant with Health & Safety Regulations.
- This Job Description is not exhaustive, and you will be asked to carry out other unspecified tasks from time to time as reasonably requested by the Directors.

**Experience and qualifications:**

- Chartered or Associate member of the RICS and a RICS Registered Valuer