

Property Litigation Surveyor Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Qualification	<ul style="list-style-type: none"> Chartered RICS Surveyor 	Application
Experience	<ul style="list-style-type: none"> 2yrs experience in acting as an expert witness at court, preparing expert reports, schedule of losses and other court documents. 	Application
	<ul style="list-style-type: none"> At least 5yrs post graduate experience in residential property asset management and maintenance. 	Application and interview
	<ul style="list-style-type: none"> Managing your own performance so that your targets are met. 	Application and interview
	<ul style="list-style-type: none"> Demonstrable previous experience of budget, programming and project management responsibility. 	Application and interview
Knowledge and Skills	<ul style="list-style-type: none"> Excellent current knowledge of housing law and regulations 	Application and interview
	<ul style="list-style-type: none"> Excellent knowledge of industry standards, HHSRS and general health and Safety relating to property industry 	Application and interview
	<ul style="list-style-type: none"> Able to work under pressure 	Application and interview
	<ul style="list-style-type: none"> Ability to prepare essential court bundles, including expert reports schedule of losses and witness statements. 	Application and interview
	<ul style="list-style-type: none"> Ability to project manage a range of specialist contractors and supply chain 	Application and interview
	<ul style="list-style-type: none"> Ability to prepare detailed budget plans and reports for senior management 	Application and interview
	<ul style="list-style-type: none"> Ability to effectively engage and manage positive working relationships with customers who have active complaints and resolve these to a satisfactory standard. 	Application and interview
	<ul style="list-style-type: none"> Ability to use a range of IT systems including specialists packages to intermediate level. 	Application

Knowledge and Skills	<ul style="list-style-type: none"> • An understanding of diversity issues 	Application and interview
	<ul style="list-style-type: none"> • An understanding of the external environment in which we operate 	Application and interview
	<ul style="list-style-type: none"> • Able to attend occasional evening meetings and meet customers out of normal working hours 	Interview
	<ul style="list-style-type: none"> • Access to own transport for business use 	Application
Core Competencies	Networking <ul style="list-style-type: none"> • Able to build positive relationships with customers that have had cause to complain. • To liaise with internal colleagues and promote lessons learnt and ensure that better practices are put in place to avoid complaints from reoccurring. 	Application and interview
	Customer Focus <ul style="list-style-type: none"> • Able to manage customer expectations and apply organisation policies • Understands diversity issues and provides appropriate service • Identifies ways to continually improve customer service 	Application and interview
	Project management: <ul style="list-style-type: none"> • Ability to manage multiple work streams with outside input and ensure that all key deadlines are met 	Application, interview, and test
	Communication <ul style="list-style-type: none"> • Communicates in a clear and understandable way • Selects the most appropriate mode of communication for the audience • Demonstrates a confident approach to speaking in meetings and in public 	Application, interview, and test
	Working with Others/Team Work <ul style="list-style-type: none"> • Builds rapport and good working relationships with team members and other colleagues within the organisation • Uses initiative to get things done • Has a constructive approach when dealing with conflict or differences 	Interview

Core Competencies	Achieving Results and Quality Focus <ul style="list-style-type: none"> • Demonstrates understanding of what business/department is trying to achieve • Follows organisation procedures • Consistently works to achieve high standards of quality • Actively solves problems and seeks better ways of doing things • Achieves results even in difficult or challenging situations 	Application and interview
	Financial Awareness <ul style="list-style-type: none"> • Uses statistics and numerical information to inform decisions and activities and is able to set budget estimates and ability to control costs within them • 	Application and interview
	Planning and Organising <ul style="list-style-type: none"> • Ability to manage multiple works streams at once, by prioritizing works to meet deadlines • Plans ahead and includes others in planning • Is able to produce monitoring reports within agreed timescales 	Interview
	Managing Change and Innovation <ul style="list-style-type: none"> • Demonstrates a positive attitude to change • Adapts to new working conditions and methods constructively • Supports others to overcome difficulties with change • Produces ideas for improvements. New activities and problem solving 	Application and interview
	Judgment and Decision Making <ul style="list-style-type: none"> • Draws on past experience and knowledge to ensure sound decisions • Gathers information and researches adequately • Consults with appropriate others to seek advice, views and problem solve • Understands the impacts of decisions made • Is able to take responsibility for difficult decisions 	Test

Core Competencies	Influencing and Negotiation <ul style="list-style-type: none"> • Holds constructive discussions with others • Uses a range of styles and sound arguments to convince others • Listens to others and is prepared to negotiate when appropriate 	Application and interview
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