

## **Role Title: Graduate Estates Surveyor**

**Based: Ipswich**

**Salary: circa £**

### **Accountabilities**

#### **1. Team Worker**

- Demonstrates flexible approach.
- Undertake routine cases, working largely independently.
- Works closely and collaboratively with colleagues in the Estates Team and more widely across Concertus.
- Provides support to Senior Surveyors, Head of Estates and Associate Director on complex casework and instructions.
- Ensure own timesheets are submitted on time.
- Be aware of the bigger picture, support and contribute to the growth of the whole Concertus business.
- Treat every person in the company with respect.

#### **2. Customer service**

- At all times act in a professional manner appropriate to representing the company and the surveying profession.
- Work flexibly to support delivery across the service.

### **Measures of Success**

- Feedback from team members & line manager
- Contribution to service
- Team performance
- Service improvements suggested
- Customer feedback
- Accuracy and timeliness of support.
- Efficiency of systems and processes.
- Service delivered within budget and to agreed targets
- Feedback from staff and managers
- Service delivery performance indicators
- Customer feedback
- Directors feedback

### **What you need to know**

#### *Essential*

- Will have obtained an RICS accredited Undergraduate (minimum 2:2) or Masters' degree in a relevant subject.
- Be willing and able to undertake the RICS APC.
- Demonstrate a commitment and passion for becoming a Chartered Surveyor and developing a career in property.
- Be able to cope with and manage a varied caseload.
- Demonstrable the desire to develop expertise in at least two or more of the following areas:
  - Landlord & Tenant
  - Red Book Valuation, including FAV
  - Property & Estates Management
  - Planning & Development
  - Property marketing & disposals
  - Rating

### Accountabilities (cont.)

- Deal with all enquiries in an efficient and business-like manner.
- Work collaboratively with other teams and professionals within the company and with external contractors and suppliers.

### 3. Business Delivery

- Work collaboratively with other teams and professionals within the company and with external contractors and suppliers.
- Conform to the requirements of the Concertus Quality Management System.
- Ability to work to own initiative.
- Ability to be politically neutral so as to respond to the objectives of any politically driven organisation.

### 4. Communicate Effectively

- Be clear and concise in all verbal and written communications.
- At all times communicate and present yourself in a professional manner.

### 5. Professional Development

- Take responsibility for own personal development.
- Meet all CPD and APC requirements of the RICS.

### How you act

*Team worker* – you work collaboratively with your team and across the company to achieve the best outcomes for your clients.

*Service Delivery* – your focus on delivering a service that provides great outcomes for our clients.

*Customer focussed* – you always put the customer/client first.

*Showing initiative* – you come up with ways of improving how we do things.

*Well organised* – you prioritise your work to get things done.

*Willing to learn* – you demonstrate a willingness to acquire new skills that support you in your role and in your wider professional development.

*Flexible attitude* – you are prepared to work flexibly to deliver the service

### What you need to know (cont.)

#### *Desired*

- Work experience/experience of working within a professional property environment (e.g., property consultancy, in-house property team)
- Demonstrate an interest in public sector land and property issues.

#### *Additional Skills*

- Holds a clean driving licence.
- IT literate – able to use Outlook, Word and Excel.
- Good verbal communication skills so as to build a rapport with colleagues, clients and other professionals.
- High quality written work in both report and e-mail format. Ability to summarise a technical matter effectively, and highlight the main points of an issue.
- Able to manage and make efficient use of their working time.
- Exhibits a confident and professional approach.