

Role Title: Planning & Development Surveyor - Planning & Development Team

Based: Ipswich

Salary: £circa

Accountabilities

1. Team Worker

- Participate as a member of the Concertus team supporting colleagues and working collaboratively to develop the business.
- Work flexibly to support delivery across the service.
- Provide support, advice and guidance to graduate and all other members of the team.
- Ability to focus on key issues, particularly when facing tight deadlines.
- Support the Head of Planning & Development in all matters and act as a substitute in meetings when/where required.
- Be aware of the bigger picture, support and contribute to the growth of the whole Concertus business.
- Ensure own timesheets are submitted on time.
- Treat every person in the company with respect.

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
- Profitability
- Repeat business

What you need to know

Essential

- MRICS or FRICS qualified surveyor with several years of practical, relevant experience in Planning & Development.
- Detailed understanding of development viability.
- Confident and experienced in using software such as Argus or KEL to produced complex appraisals.
- Detailed understanding of the planning and development process.
- Good understanding of strategic planning policy and development management.
- Be able to manage a varied and complex caseload.
- Excellent report writing and communication skills.
- Demonstrable experience of excellent client management.
- Demonstrates a good level of political understanding and intelligence.

Accountabilities (cont.)

2. Customer service

- At all times act in a professional manner appropriate to representing the company and the surveying profession.
- Respond to client contact, questions and enquiries promptly and at all times keep them up-to-date and informed on the work the firm is undertaking for them.
- 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.
- Work with clients to define their requirements and develop a project brief.
- Be prepared to take on a client liaison/account holder role.

3. Business Delivery

- Undertake projects of a high level of complexity and financial value.
- Work collaboratively with other teams and professionals within the company and with external contractors and suppliers.

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 skill that support you in your role and in you wider professional development.

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

What you need to know (cont.)

Desired

- Local market knowledge covering the Eastern Region.
- Understanding of public sector estate and land ownership issues.
- Previous experience in a supervisory role.

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.
- Ability to summarise and clearly articulate any technical matters, 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.

Accountabilities (cont.)

- Be responsible for the supervision of work and quality of output when delegating work to graduate or more junior members of the team.
- Undertake bespoke projects with limited input from others.
- Work closely with other members of the multi-disciplinary Planning & Development team, understanding how the design and commercial issues link.
- Pro-actively provide advice and support to the team on the commercial aspects of all planning & development matters.
- Where appropriate, prepare planning applications and liaise with planning authorities.
- Actively contribute to conversations with clients over Planning & Development matters.
- Can carry out non-project work to support the team and Concertus.
- Balancing client requirements with Concertus business delivery needs.
- Where required, be prepared to undertake work with the Estates team on wider property professional instructions, where the appropriate skills and experience is in place.

Accountabilities (cont.)

- Demonstrate commercial awareness and protect the Concertus position on matters such as fees and fee variations.

4. Communicate Effectively

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

5. Professional Development

- Take responsibility for own personal & professional development.
- Meet all CPD requirements of your professional body.

6. Business Development

- Always be open minded to opportunities for developing new work and share any ideas and leads with the Associate Director for Property.