



**Graduate Project  
Surveyor  
Recruitment pack**

**Making Lives Better**

Hafod is one of the leading providers of housing, care and support services in south Wales. We are a not-for-profit organisation with a significant history of successful delivery that spans over 50 years and we are very proud of what we have achieved in that time.

We deliver high-quality affordable homes and support for people to maintain their independence and well-being for as long as possible. We also provide care to people in their own homes, in supported housing or in our residential care and nursing homes.

Our ambition is to transform housing, health, social care and support in order to improve the well-being of our customers and our communities.

**Making Lives Better**

# Welcome

Thank you for your interest in joining our Asset Management Team. This is a unique opportunity to launch your career in asset management and help us achieve the Welsh Government Decarbonisation target to reduce emissions by 2030.

As one of the leading providers of housing, support and care in South Wales, we offer a diverse range of services and homes, helping over 16,000 people each year across nine counties and four health boards. Our vision is to make lives better for our customers and communities. We are focussed on caring for the future, and the integration of housing, support and care services in order to realise neighbourhoods that are truly fit for the 21st century.

We're looking for someone who is customer focused, who enjoys analysing data and trends in order to improve our processes. Someone who is proactive and enthusiastic, with excellent attention to detail and fantastic communication skills. In return we'll support you to gain your RICS professional qualification and give you the hands on experience you need to develop your skills.

We celebrate equality, diversity and inclusion and we are committed to offering equal opportunities to everyone regardless of age, disability, gender, sexual orientation, race or religion. We encourage applications from all backgrounds as we believe that our colleagues should reflect diversity as it only improves our ability to serve our communities effectively.

Inside this recruitment pack you will find an overview of Our Strategic Plan 2021-2025 that helps provide further information on our journey.

If you feel you have the skills, knowledge and ambition for this role we look forward to receiving your application.

Yours sincerely,

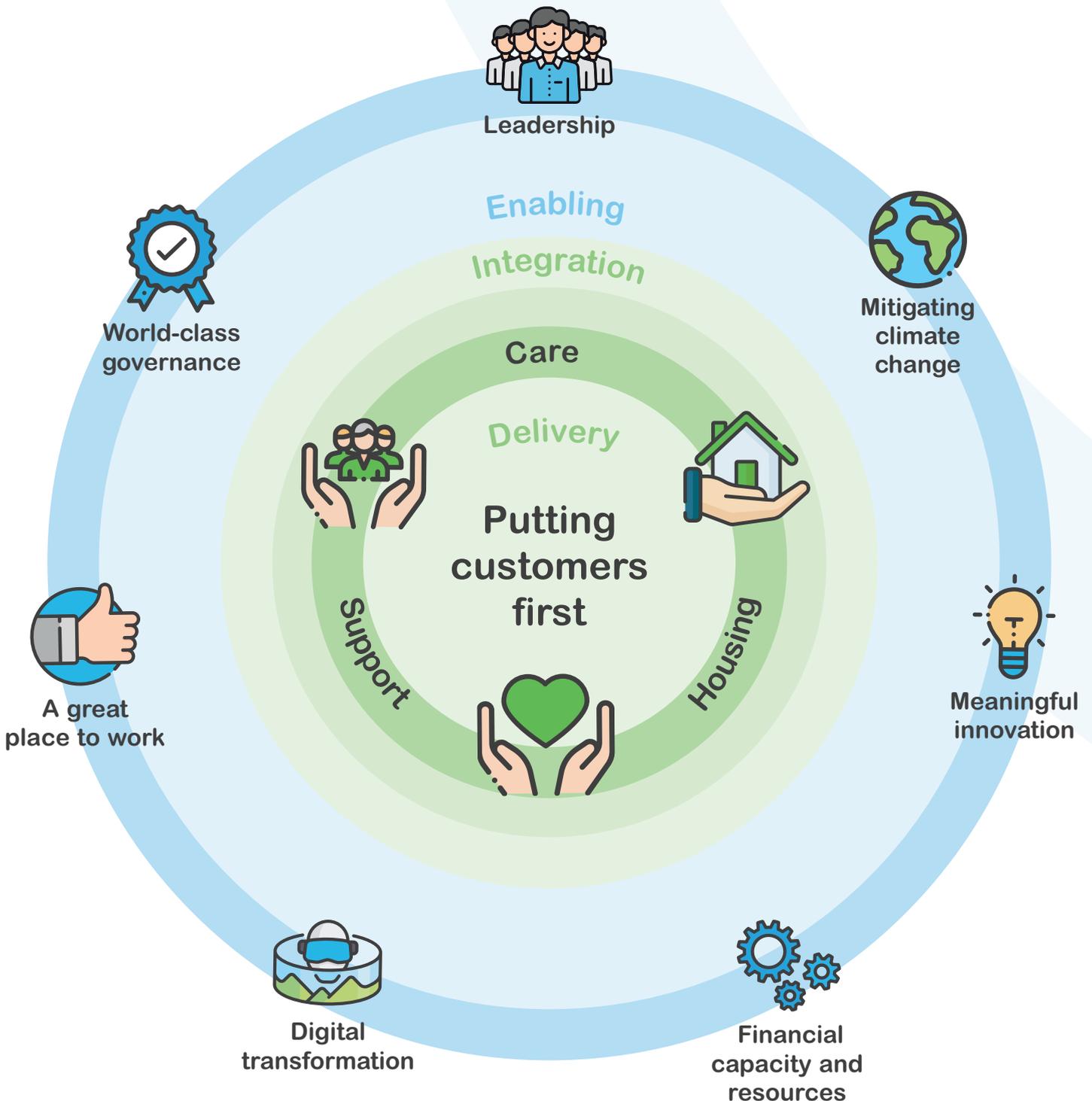


**Katie Carey**  
**Asset Manager**

# Our strategic plan 2021 - 2025

## Our key priorities

Our priorities reflect the things we want to work towards in the next five years to make a contribution to the outcomes that are important for our customers, our communities and our organisation.





## Putting customers first

We have a diversity of customers in social care settings, supported housing and in the community and we value every single one.

We respect our customers' voices and will be led by what they tell us, putting their choices at the centre of what we do and doing everything we can to help them reach their goals.

## Aligning health and social care

Everything we do is in the interests of our customers' health and well-being. We are keen to develop our role as a facilitator of health, recognising there is a lot we can offer in terms of prevention, early intervention, improvement and maintenance.

We need to show leadership through championing vital reforms to the care system which will make it more financially viable and attractive as a career choice. In turn these reforms will allow us to deliver better quality care and ensure better outcomes for customers.

## Next-generation homes

The role that good quality housing plays in keeping people well and giving them good life chances is indisputable. As such our emphasis is on homes that people can afford, that are built to last and adapt with people as they move through their life course.

Homes create communities and we want to play our part in helping communities thrive and build on the resilience they have shown through the perfect storm of COVID-19.



## Integration

People's lives are complicated and they often face many challenges when navigating the systems of housing, health, support and care. As a result of blurred boundaries, people's health and well-being can deteriorate quickly.

In the long-run there are no winners – the system absorbs more costs and people's outcomes suffer. We are determined to make headway in achieving the join-up we know is possible across the spectrum of services we offer.

## A great place to work

As a people-focused business our colleagues are central to what we do and empowering and enabling them to achieve the organisation's goals is an essential part of us achieving our strategic goals. In 2019 we launched a comprehensive people strategy which enables the achievement of our delivery priorities.

This strategy is centred on enabling great days at work for our colleagues and responds to the Welsh Government's focus on the foundational economy and 'fair work' by striving to improve colleague's lives through the provision of first-class development and competitive terms and conditions and ways of working.

As an employer we are committed to equality, diversity and inclusion and we understand our responsibility to foster a more inclusive organisation. We are also passionate about embracing our social credentials providing further opportunities to engage our colleagues in helping our communities and also provide opportunities for our tenants and residents to learn and grow with us.

## Accelerating our digital transformation

Digital transformation is critical in revolutionising our customer experience and bringing it in line with what people expect from banks, retailers and increasingly public services. This is our primary motivation for pursuing digital development, but it will also come with reduced operating costs and greater efficiency, which are valuable outcomes for the business.

Digital transformation is a must, but we also have a moral responsibility to ensure we don't leave people behind and do more to make digital accessible and not forget about those for whom digital is not a realistic option.

## Mitigating climate change

Mitigating the worst effects of climate change relies on individuals, communities, organisations and whole societies playing their part. We are keen to step up to our responsibilities for reducing the carbon footprint of our homes and business operations, which will make a major impact.

But our ambition does not stop there. We believe we can work alongside our customers and their communities to promote sustainable lifestyles.





## Meaningful innovation

Prioritising innovation allows us to pre-empt the things that will disrupt and challenge our customers' lives and make our current business models obsolete.

Through innovation we can learn, collaborate and incubate new solutions that improve quality of life and sustain our business, for the benefit of customers and communities.

## Leadership

Leadership is a primary enabler for growth, development and innovation and having effective and strong leadership within and external to the organisation will enable us to be more successful in delivering positive outcomes for our customers.

We see leadership not as a position or a role but as a way of behaving that inspires and motivates others, creates accountability, drives performance and influences for positive change. Our view of leadership is wider than this internal focus. It is about doing what we can to allow leaders in our communities to step forward and drive the changes communities want to see.

## World-class governance

Governance is an area we have strengthened massively in recent years. Far from being process for its own sake or creating unnecessary bureaucracy, good governance has enabled us to reach new levels of strategic agility, streamline our processes and squeeze more customer value out of them. It's important we continue to build on the progress we've made and the resumption of our 'Standard' regulatory status.

But governance is about a lot more than compliance, it is about being a strategic driver of change and business transformation and through good governance we will ensure that our business represents our stakeholder and is fit for the future. A major focus will be influencing the regulatory system we operate in, to enable the integration and flexibility we need to secure better life outcomes for our customers.

## Financial capacity and resources

Resources and finance are the ultimate enablers of the strategic plan. Our approach is to begin with what we need and want to achieve for our customers and the business, prioritising these and then build the appropriate financial and resourcing strategies to deliver that.



How we will transform housing, health, social care and support to improve well-being



## Placing customers at the heart of everything we do

### How will we do it?

Implement our new customer charter, which sets out the more reciprocal relationship we want with our customers and how we will work differently to help people and communities to achieve their goals

Create new forms of involvement in the way our services are designed and delivered

Change the way we work with our customers recognising their strengths and assets and intervening early to improve outcomes



## Maintaining our financial strength

### How will we do it?

Ensure strong and robust financial management across the business with appropriate systems and controls to monitor and report

Promote an effective procurement strategy to reduce running costs and reinvest in our services

Introduce 'golden rules', which set parameters for our financial decisions and make our intentions clear to our partners and stakeholders



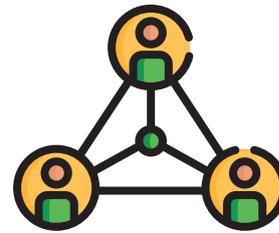
## Investing in our people

### How will we do it?

Improving terms and conditions and providing our colleagues with benefits that enhance their work and personal lives

Ensuring we have the right leadership, structures, talents and capabilities in place to achieve our strategic objectives

Offering high quality and stimulating development opportunities through academi Hafod, allowing colleagues to develop skills in line with their ambitions and ensuring Hafod is recognised for its excellence in work-based learning



## Strengthening our governance

### How will we do it?

Embed robust governance in all aspects of our business and constantly review its effectiveness through internal and external mechanisms

Continue to evolve and develop our governance structures and expertise to meet the needs of a changing business and the expectations of our regulators.

Ensure the leadership of the organisation is well equipped and skilled, in order to make decisions in the best interests of our customers



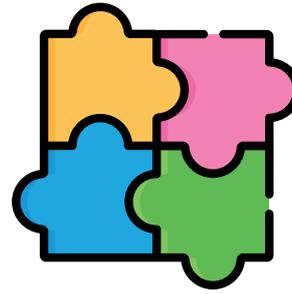
## Investing in Care

### How will we do it?

Maintain our excellent compliance and quality ratings across all our services, incorporating new practices, methods and technologies

Balancing our care offer to social and private residents and invest in our care estate to ensure the ongoing viability of our services

Working with our key stakeholders to understand future requirements and develop sustainable services to meet rising demand and improve people's experience of care



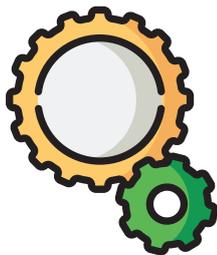
## Integrating our housing, health, social care and support

### How will we do it?

Working with our partners to design seamless services that support people through different stages of their lives

Committing to reconfiguring existing services, as well as developing new services in new settings through new partnerships

Embracing technology and innovations in home-building and service design to improve health, well-being and independence



## Maximising our resources

### How will we do it?

Using our economic influence to maximise the value of the Hafod pound, through better procurement, local employment and supporting skills development in communities

Review key systems, upgrade our infrastructure and re-design our services and processes with an emphasis on digital transformation

Grow our data science capability and establish a programme of innovation and research to focus on key business areas and challenges



## Investing in Housing

### How will we do it?

Encouraging personal ownership, accountability and local innovation through our Neighbourhood Coaching model

Reinvestment of surplus into the supply of new homes and services to meet changing needs.

Investing, wherever possible, in local regeneration and exploring innovative construction methods to reduce our carbon emissions

# Job description

**Job Title** Graduate Project Surveyor

**Responsible to** Asset Manager

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## Main purpose of the post

Assist in the management of data held within our asset management function and manage various planned maintenance projects as required from tender stage through to practical completion. Use asset data to maximise the long term planning and financial viability models of our stock and work towards successfully achieving professional status and developing specialist skills within Asset Management.

## Key responsibilities

- Manage the collation and cleansing of all data held on asset management software including the integration of new property data
- Ensure effective monitoring and reporting systems are in place to provide timely and accurate asset management data reports, WHQS compliance reports and planned maintenance programmes to a variety of stakeholders
- Support our Asset Manager to improve efficiency and value for money across the asset management service through analytical reporting, trend analysis, value engineering and forecasting making recommendations as required
- Lead the development, upgrades and further implementation of our asset management software systems with the assistance of the IT department where necessary
- Provide basic training on the use of asset management software to colleagues to enable them to view key information
- Take an active lead in managing stock condition survey projects completed by in house surveyors, compiling the rolling survey programme and ensuring data consistency is achieved
- Lead in the stock option appraisal process, providing the various data sets, interrogating the results, and providing recommendations to Senior Management of the housing stocks future viability. Monitor the effectiveness of decisions made to improve or dispose of property
- Take an active role in reviewing our material and workmanship specifications working with the Maintenance and Development teams
- Lead in identifying the most practical measures to improve the SAP ratings of the housing stock, managing works contracts as required
- Assist at all stages of the project from tender through to practical completion ensuring value for money and high levels of tenant satisfaction
- Work towards achieving professional accreditation with RICS including completing all necessary coursework in a timely manner

## General

- To co-operate with us in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
- To behave in accordance with our values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To ensure compliance with our policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect our changing needs

This post is subject to enhanced disclosure as provided by the Disclosure and Barring Service, an executive agency of the Home Office

Disclosure is a means for us to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with vulnerable people

We will only request disclosure from those that have been offered employment

## Qualifications, knowledge and experience

- Hold a property related degree
- Knowledge of appropriate industry legislation including CDM, Building Regulations, Party Wall Act, Control of Asbestos at Work Regulations etc.
- Knowledge of Microsoft Office applications including good use of Excel
- Experience of using asset management software systems and/or GIS mapping software\*

## Skills and abilities

- Champions customer focus and demonstrates great customer service
- Effective written communication skills combined with effective analytical skills
- Ability to work on your own initiative and prioritise workload to meet strict deadlines
- Able to retrieve information, check facts and quickly absorb information
- Proactive and looks for ways that the business can continually improve
- Ability to remain assertive yet respond sympathetically and with understanding in challenging situations
- Accurate and good attention to detail
- Ability to remain calm when under pressure

## Interpersonal skills

- Ability to work effectively with a team and to liaise appropriately with all relevant stakeholders
- Able to use appropriate methods of communication for the situation
- Work with a collaborative style that engages people at all levels and promotes positive relationships throughout the organisation and its partners

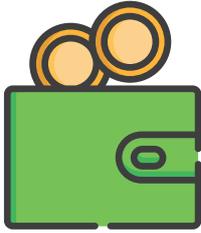
## Other requirements

- Committed to CPD and willing to learn and undertake training as required
- Full driving licence and access to a vehicle with business insurance

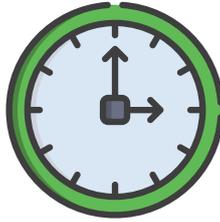
\*Points marked with an asterisk are desirable rather than essential

## Team Structure





A salary of  
£23,230  
per annum



36 hours per week



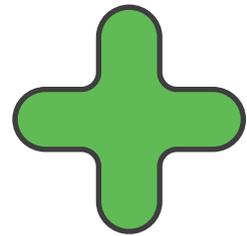
Join a socially conscious  
not for profit organisation



Annual Leave entitlement -  
25 days annual leave  
plus bank holidays



Employee Assistance  
Programme (EAP) and  
well-being resource available  
24/7



Medicash: Claim money back  
for routine and specialist  
medical appointments and  
access a 24/7 virtual GP  
service



Pension contributions of 8%



Option to work a  
nine day fortnight



Develop with our  
academi



A range of shopping and  
activity discounts and  
cashback options



Family friendly policies  
and flexible working



Hybrid  
working

## How to apply

You can apply for our Graduate Project Surveyor role at [hafod.org.uk/work-with-us](https://hafod.org.uk/work-with-us)

The application form will consist of the following:

- covering note or supporting statement
- space to upload your CV
- equal opportunities monitoring

All applications will go through a shortlisting process.  
Here is an overview of what to expect:

### Step one

#### **Submit your application**

If you are successful in being shortlisted you will be asked to complete a task which will be sent to you on Tuesday 9 November to complete that day and return

### Step two

#### **Interview stage (over Microsoft Teams):**

An interview on Wednesday 10 November with Katie Carey, Asset Manager

### Step three

#### **Final Interview stage**

If you are successful at the first interview stage you may be asked to attend a final interview on Thursday 11 November

If you would like further information about this opportunity please contact [Katie.carey@hafod.org.uk](mailto:Katie.carey@hafod.org.uk) or [cat.roberts@hafod.org.uk](mailto:cat.roberts@hafod.org.uk)

**The closing date for this role is Sunday 31 October**

**We anticipate (remote) interviews will be held on: Wednesday 10 November**

**Possible second stage interviews will be held on: Thursday 11 November**

We reserve the right to close this vacancy early should sufficient applications be received

We encourage early applications to ensure consideration

