



Dobson-Grey Job Description for Surveying & Planning Administration Coordinator

Who are Dobson-Grey?

Dobson-Grey are a niche chartered surveying firm providing land and development consultancy to clients from public, voluntary and private sectors. The core services are general practice surveying and health and safety services and training. Our key sectors are residential, healthcare and land. We are registered valuers and a Quasafe accredited training centre.

As a practice, we are regulated by the Royal Institute of Chartered Surveyors (RICS) and governed by their Rules of Conduct to provide our clients with professional advice with integrity, clarity and competency.

Commitment, care and consistency are at the core of our service. Our Risk Management Consultancy is governed by the regulations and guidance of Quasafe and the HSE.

Dobson-Grey was set up in July 2008 as a limited company and is run by Keri Dobson MRICS and Darren Grey CMIOSH. We are a family business with a desire to live up to our mission statement of "care, commitment and consistency of exceptional customer service". We have learned that this is only possible with radical transparency being able to speak openly and confidently with the truth within the Team. This is not just a job, this is a role where you are someone you and we want to share our professional life with.

The Surveying & Planning Administration Coordinator role is to assist and support the Valuation and Planning Teams with the coordination of valuations and planning submissions. It is a very varied role and passion for property particularly residential, healthcare and education is essential.

JOB DESCRIPTION

Position:	Surveying & Planning Administration Coordinator – 1 position available
Office:	1A Alscot Studios, Atherstone on Stour, CV37 8BL
Reporting to:	Keri Dobson and supporting 2 consultants in surveying and planning teams.
Hours:	9am – 5pm Monday-Thursday 9am – 4pm Friday (Flexible/Part Time Hours available upon request however please note this is a busy office and requires more than 3 days per week support).
Salary:	Commensurate with experience
Pension:	Auto enrolment into Legal & General pension scheme with 3% employer contribution and 5% employee contribution of salary excluding bonus, overtime, commission or certain staff allowances. You may opt in or out to suit your personal circumstances.
Holiday:	25 days per annum plus statutory holidays
Dress	Casual smart unless meetings in or out of office where business attire will be required.

General Administration responsibilities:

- To support Keri Dobson with the day to day surveying and planning duties and assist from time to time consultants x 2. Ensuring compliance with RICS standards for RICS regulated practice.
- Planning and organising meetings, events, travel and accommodation to meet defined requirements and best value.
- Support in the creation and enhancement of in house CRM systems. Updating and amending the central contact database with new contacts.
- Supporting Accounts through use of Receipt Bank and Xero. Chasing debtors and updating suppliers of payment runs. Arranging Purchase Orders for Creditors.
- Typing and report writing. You will have experience in working with RICS proforms and more particularly have worked with Building Surveyors. You will be a key part to driving forward the growth of the Building Surveying Department for Dobson-Grey and being a key driving force behind new systems of working practice in accordance with our Quality Control Flowcharts for both Surveying and Planning Teams.
- Tight management of process flow to Key Performance Indicators alleviating administrative burdens from consulting staff. Providing regular customer contact and service to the highest standards.
- Supporting the appointment of a new team of administration support staff for the growing Surveying and Planning Team e.g administrative assistant.
- Photocopying and scanning files and documents when requested and archiving. Preparing the coffee and tea for guests. Incoming and outgoing post. Dealing with mailshots/mailchimp in accordance with GDPR. Maintaining annual membership with ICO.
- Closing files by checking that files adhere to the quality assurance checklist. Print off closure forms and put files away in storage. Managing valuation, building surveying and planning files in accordance with RICS standards.
- Covering incoming calls and taking minutes from meetings in a professional manner.
- Ensuring the office and meeting table are in a neat and tidy state for meetings by regularly checking that tea and coffee trays have been removed, table is wiped over and old papers removed. The same applies to the General Office.
- Reporting any faults with IT machinery to Darren Grey in the first instance as soon as practicable.
- Maintaining internal auditing and compliance. Carry out authorising purchases (subject to director approval), staff holiday leave and sickness with discretion and confidentiality.
- Facilitate, coordinate, record and check budget and day to day expenditures to ensure compliance with policies and procedures and enable effective financial reporting and control of petty cash and disbursements.
- Working with the Technical Coordinator to check and arrange for IT, office equipment and supplies in line with policies and procedures to meet defined requirements for the office. Plan and coordinate office stationary, printers and staff requirements for stationary and PPE. General secretarial/administrative duties including processing incoming and outgoing post, booking buffet and meeting rooms for in house training days.
- Checking your email account at least once in the morning and once in the afternoon to ensure any requests are dealt with quickly and efficiently.
- Keep central training log for staff and monitor requirements for CPD,
- Recruitment - Research and implement for future employees to support growth of the business.

Land & Development Associated Tasks

- Assisting with re-building of mailshot contacts for land opportunities to include small, medium and large housebuilders and care operators to enable the effective performance of mailshots.
- Assisting with pro maps to provide location and site maps and site area measuring (training will be provided if necessary).
- Provide office based support planning and surveying teams for due diligence, site searches with Index, Land Registry/Searchflow and Promap.
- Maintaining RICS documents library.
- Issuing plans/documents to clients in a professional manner.
- Making telephone contact with agents to support the comparable analysis and/or availability of land/development opportunities.
- Undertaking site and premises finding due diligence for consultants.
- Support Planning Application submissions on Planning Portal.
- Research for projects for Dobson-Grey and Hyperion Care Developments e.g care home competition, demographic data and care needs analysis.
- Valuation report research e.g environment agency flood risk, planning history, comparable research.
- Research into sales and rental and capital values through property databases, agents, Dobson-Grey database by Internet, email and telephone calls.
- Public consultation support and attendance including the coordination of the event, the display information,engaging key stakeholders such as County Councils, Local Authorities and local residents.
- Processing and filing on the relevant Google Drive incoming Tender Documents including Specifications, Drawings, Method Statements, Health & Safety Plans and other related documents.
- Assisting in compiling Condition and building surveys received from consultants.
- Occasional support in the compilation and issue of Documents, enquiries, chasing and logging and filing F10 forms and associated H&S documentation with HSE to support the Health and Safety Team e.g during holiday/sick leave.
- Creating all appropriate issue documents (hard copy and electronic Version for DCS).
- Setup and monitor dedicated account for Tender information and associated document control including distributing and filing of associated information.
- Maintaining Registers and Schedules for Consultants and Tenders.
- Be responsible for Document and Drawing Control.
- Ensure good relationships with clients and contractors especially those producing drawings and ensuring that there is no shortfall in document delivery.
- Support to Sales and Marketing Department with management and compile documents in readiness for tender/client files. Upload submission documents to the relevant website portals.
- Ordering, use and maintenance of appropriate Personal Protective Equipment (PPE).
- Assist and help to deliver improved procedures and business performance.
- Updating and monitoring professional accreditations and supporting the future aspirations to become ISO qualified.
- Engage in any other reasonable work activity as requested by the Management.

Key Skills

- Extensive experience in RICS surveying office practice management particularly building surveying and project management or RICS Level 3 Home Buyer Survey or bank valuation work.
- Multi tasker
- Have initiative and be able to work autonomously.
- Be able to work collaboratively but share ideas and express with confidence.
- Good attention to detail to check for anomalies in revision sequencing number and/or description.
- Programme Experience - Ensure the efficient and timely flow of information from Consultants through to Clients and ensure clear programming for delivery of information.
- Can do! You will be able to work collaboratively and efficiently with colleagues within your team. Demonstrate a "can do" attitude and flexible approach to work.
- Good IT skills ideally G Suite packages (e.g gmail, slides, sheets, hangouts and docs) and/or Microsoft Package. Good typing speed. Home Buyer level 2 survey Proforms experience (training can be provided).
- Want to learn - engage in opportunities presented to improve personal professional development
- Want to make a difference - Suggest and contribute to improved work practices and make a difference to our aspiration to grow the firm from strength to strength.

All work to be signed off at Director level before issue.

The role is subject to holding a clean and valid driving licence due to the countryside location of the office.

Any other duties, which may from time to time be reasonably requested.