



Role Profile

Service Lead – Commercial Quantity Surveyor

Inclusive Economy & Sustainability

Role Profile: Service Lead – Commercial QS	Role Profile Number: SBC_12467
Directorate: Inclusive Economy & Sustainability	Reporting to: Service Manager – Planned Maintenance
Grade: CFL 11	Date Prepared: August 2026

Our Values Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners. Our Values are: We SEE – people, not problems – and stay curious to understand their story. We HEAR – each other and the people we serve We CARE – about our colleagues, our residents and our community We ACT – with integrity, accountability and purpose We LEARN – from data, feedback and experience so we keep improving These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us. The Swindon Commitment The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support. Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.  We See people, not problems – and stay curious to understand their story.  We Hear each other and the people we serve.  We Care about our colleagues, residents and community.  We Act with integrity, accountability and purpose.  We Learn from data, feedback and experience to keep improving.

Purpose:

This leadership role is critical in ensuring robust commercial and contractual oversight across key improvement and maintenance contracts, and direct labour delivery. Acting as the service's principal Quantity Surveyor, the postholder will provide expert advice and assurance on cost management, accurate measurement, and valuation throughout the lifecycle of works and services contracts. They will play a key role in pre-tender preparation, tender evaluation, and the assessment of contractor applications for payment, variations, and dispute resolution.

The role demands strong commercial acumen and technical expertise in construction cost management, contract administration, and procurement strategies. The postholder will work collaboratively across the service to safeguard financial integrity, optimise value for money, and maintain compliance with statutory and regulatory requirements.

As a leader, the postholder will influence and support strategic decision-making, ensuring that capital investment programmes are delivered within agreed budgets and contractual frameworks. They will lead on commercial risk management, provide guidance on contract commissioning and governance, and foster a culture of continuous improvement and innovation in commercial practices.

Fundamental to the role is the ability to manage complex stakeholder relationships, including contractors, consultants, and internal teams, while upholding transparency and accountability in all financial and contractual matters.

Additionally, the postholder will be responsible for delivering works or investigatory services through outsourced consultancy arrangements/frameworks and overseeing mechanical and electrical improvement programmes, ensuring these projects meet time, cost, and quality standards.

Key responsibilities and accountabilities:

- Lead the operational delivery of capital works programmes, including housing and corporate property improvements, ensuring alignment with client requirements and strategic objectives.
- Act as the service's principal Quantity Surveyor, providing expert commercial and contractual advice across all projects, including:
 - Accurate measurement and preparation of bills of quantities.
 - Cost planning, benchmarking, and value engineering.
 - Tender analysis and recommendation reports.
 - Assessment and certification of contractor applications for payment.
 - Management of variations, claims, and dispute resolution.
- Lead on the delivery of works through outsourced consultancy arrangements, ensuring effective commissioning, contract management, and performance monitoring to achieve value for money and compliance with agreed standards.

- Oversee mechanical and electrical improvement works, ensuring technical compliance, safety, and delivery to time, cost, and quality benchmarks.
- Manage and develop a team of surveyors/engineers, providing clear direction, coaching, and performance management to build capability and resilience within the service.
- Challenge and scrutinise contractor and internal team performance, ensuring adherence to technical specifications, contractual obligations, and Council policies, while driving continuous improvement
- Manage a high-value capital budget, ensuring robust financial stewardship, accurate forecasting, and adherence to financial regulations and governance frameworks.
- Establish and maintain programme governance, risk management, and performance reporting frameworks, ensuring transparency, accountability, and continuous improvement.
- Ensure the team is appropriately resourced, skilled, and capable of meeting current and future programme demands
- Analyse and present programme and cost performance data to senior leaders, elected members, and external stakeholders to inform strategic decision-making and drive service enhancements.
- Ensure compliance with Health & Safety legislation, including the Construction Design and Management Regulations 2015, and embed a strong safety culture across all activities.
- Significantly collaborate across wider services operational to support organisational resilience, and strategic alignment, specifically in relation to cost control.
- Provide expert advice to Councillors, MPs, and senior stakeholders on matters relating to planned improvements, disrepair, and property investment.
- Champion a customer-focused approach, identifying and implementing service innovations that improve resident outcomes and satisfaction.
- Lead on commercial awareness and operational efficiency, identifying opportunities to reduce costs, improve productivity, and maximise value from internal and external resources.
- Coach and mentor colleagues on robust contract administration, including; Monitoring compliance with contractual terms and conditions, managing early warnings, compensation events, and change control processes, preparing and negotiating final accounts.
- Lead on procurement strategies, ensuring compliance with public sector regulations and delivering competitive, transparent tendering processes.
- Deputise for the Service Manager – Planned Maintenance as required, ensuring continuity of leadership and strategic direction.
- Promote the Council's values and behaviours, contributing to a high-performing, inclusive, and forward-thinking organisational culture.

Supplementary Accountabilities

- Participate in strategic partnership working with suppliers, emergency services, elected members, community groups, and other key stakeholders
- Provide visible and decisive leadership, ensuring effective communication
- Represent the Council at regional and national forums, contributing to sector-wide discussions on capital investment, compliance, and innovation in property services.
- Maintain strategic oversight of health and safety across all capital works environments, including hazardous sites, ensuring robust risk assessments, mitigation strategies, and contingency planning to safeguard staff, residents, and service continuity.
- Contribute to the development of policies, procedures, and documentation for capital programme delivery, regulatory compliance.
- Champion innovation and digital transformation within the capital works service, identifying and implementing opportunities to improve efficiency, data quality, and customer experience.
- Undertake site visits across the Borough and attend external meetings as required, representing the Council professionally and authoritatively in all capital portfolio matters.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Extensive experience in quantity surveying and commercial management within large-scale capital works programmes, ideally in a local authority or social housing context, with full accountability for cost control and financial assurance throughout the project lifecycle.
- Proven track record in pre- and post-contract commercial activities, including cost planning, preparation of bills of quantities, tender analysis, contract administration, valuation of works, and negotiation of final accounts.
- Strategic contract management expertise, including procurement strategy development, contractor mobilisation, performance monitoring, dispute resolution, and compliance with public sector procurement regulations.
- Substantial experience in managing and applying JCT and NEC forms of contract, including administration of change control processes, risk allocation, early warnings, compensation events, and dispute resolution mechanisms.
- Comprehensive understanding of statutory housing standards (Decent Homes Standard, HHSRS, Regulator of Social Housing's Consumer Standards) and their implications for capital works and compliance.
- Significant experience in managing high-value budgets, with a strong track record of financial stewardship, cost forecasting, and adherence to governance frameworks.
- Commercially astute, with the ability to identify opportunities for value engineering, cost savings, and efficiency improvements while maintaining quality and compliance.
- Proven ability to challenge and scrutinise contractor and internal team performance, from a cost perspective and through the lens of best practice contract administration, ensuring delivery to time, cost, and quality standards.

- Experience in delivering works through outsourced consultancy arrangements, including performance management and contractual compliance.

Managerial

- Line management of c7 direct employed and or agency
- Assist Graduates and New starters as directed.

Professional

- A recognised Health & Safety qualification or accreditation (e.g. NEBOSH, IOSH Managing Safely) is desirable; candidates with substantial operational health and safety experience will also be considered.
- Evidence of continued professional development in commercial management, contract law, and leadership is desirable.
- A degree-level qualification in Quantity Surveying is desirable; equivalent knowledge and experience will be considered.
- Professional membership or accreditation with a recognised industry body (e.g. MRICS) is desirable; equivalent practical experience will be considered.

Decision making:

- Exercise strategic and autonomous decision-making authority across a complex service, ensuring alignment with corporate objectives, statutory obligations, and regulatory standards.
- Make expert technical decisions that directly influence the safety, compliance, and long-term performance of housing and corporate property assets.
- Prioritise and escalate decisions where there is a risk to life, serious injury, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Approve specifications, contract documentation, and financial commitments within delegated authority, ensuring alignment with legal, technical, and governance frameworks.
- Influence strategic investment decisions and procurement approaches through technical insight, risk evaluation, and lifecycle cost analysis.
- Resolve escalated contractor performance issues, enforce contractual remedies, and ensure service continuity across complex, multi-site operations.
- Apply sound judgement in high-pressure and high-risk situations, balancing operational demands with long-term service resilience and customer outcomes.
- Lead formal decision-making processes relating to staff performance, capability, and conduct, including disciplinary action and dismissal, in accordance with Council policies and employment law

Creativity and innovation

- Lead the identification and implementation of innovative technical solutions that enhance service delivery, regulatory compliance, and the long-term performance of the service.

- Promote and influence the adoption of modern materials, methods, and digital technologies—including mobile working, real-time data tools, and asset management systems—to drive operational efficiency, workforce productivity, and customer satisfaction.
- Use performance data and trend analysis to challenge existing practices, identify service gaps, and recommend improvements to policies, standards, and delivery models.
- Lead on strategic service development initiatives, ensuring that technical innovations align with organisational priorities, statutory obligations, and sector best practice.
- Lead on continuous improvement and learning across the service, empowering teams to test new approaches, share ideas, and embed innovation into day-to-day operations.

Contacts and Relationships

- Collaborate with senior officers across housing, property, legal, finance, compliance, and health and safety teams to ensure technical decisions, service delivery, and strategic planning are aligned with corporate objectives, statutory obligations, and regulatory frameworks.
- Influence internal and external stakeholders and decision-makers by providing expert advice, technical insight, and strategic recommendations that shape service direction, investment priorities, and risk management approaches.
- Build and maintain effective relationships with tenants, leaseholders, and members of the public, communicating complex technical issues with clarity and empathy to support resolution and maintain confidence in the service.
- Represent the Council in multi-agency forums, regulatory inspections, and strategic partnerships, ensuring technical credibility and alignment with external standards.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

The postholder will be required to observe and fulfill the seven principles of public life (also known the Nolan Principles):

- Selflessness - Holders of public office should act solely in terms of the public interest.
- Integrity - Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
- Objectivity - Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

- Accountability - Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
- Openness - Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
- Honesty - Holders of public office should be truthful.
- Leadership - Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Other key requirements of the role

The post holder will:

- be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution.
- be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.
- Team player capable of influencing and working within cross-functional teams at all levels.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

Job Scope

Number and types of jobs managed:	500 Visits/Customer interactions p/a 6-8 FTE's Approval of Monthly Valuation Undertaking
Budget Holder:	Yes
Budget Value:	C £3-5m P/A
Asset Responsibility:	Various operational assets and equipment
Typical tasks supervised/allocated to others:	Contract Administration/Management via delegation Project Management

PERSON SPECIFICATION

Qualifications:	Essential or Desirable

• A recognised Health & Safety qualification or accreditation (e.g. NEBOSH, IOSH Managing Safely) is desirable; candidates with substantial operational health and safety experience will also be considered.	D
• A degree-level qualification in Quantity Surveying is desirable; equivalent knowledge and experience will be considered.	E
• Professional membership or accreditation with a recognised industry body (e.g. MRICS) is desirable; equivalent practical experience will be considered.	D
• Evidence of continued professional development in commercial management, contract law, and leadership is desirable.	D
Knowledge and Experience:	
• Extensive experience in quantity surveying and commercial management within large-scale capital works programmes, ideally in a local authority or social housing	E
• Significant experience in managing high-value budgets	E
• Substantial experience in managing and applying JCT and NEC forms of contract	D
• Comprehensive understanding of statutory housing standards (Decent Homes Standard, HHSRS, Regulator of Social Housing's Consumer Standards)	D
• Knowledge of UK building regulations, policy and guidance with an ability to apply this practically.	E
• Proven track record in pre- and post-contract commercial activities	E
• Comprehensive understanding of statutory housing standards (Decent Homes Standard, HHSRS, Regulator of Social Housing's Consumer Standards)	D
Aptitudes, Skills and Competencies:	
• Ability to lead the operational delivery of capital works programmes	E
• Act as the service's principal Quantity Surveyor	E
• Manage coach and mentor a team of surveyors/engineers	E
• Manage a high-value capital budget	E

• Establish and maintain programme governance • Analyse and present programme and cost performance data • Ensure compliance with Health & Safety legislation • Significantly collaborate across wider services • Provide expert advice to Councillors, MPs, and senior stakeholders • Lead on commercial awareness and operational efficiency • Lead on procurement strategies • Deputise for the Service Manager – Planned Maintenance as required • Monitor mechanical and electrical improvement works • Excellent communication skills to a wide audience	D E E E E E E E E
Special Conditions of Recruitment:	
• Daily access and usage of a car or van in order to carry out site and meeting attendance.	E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

