

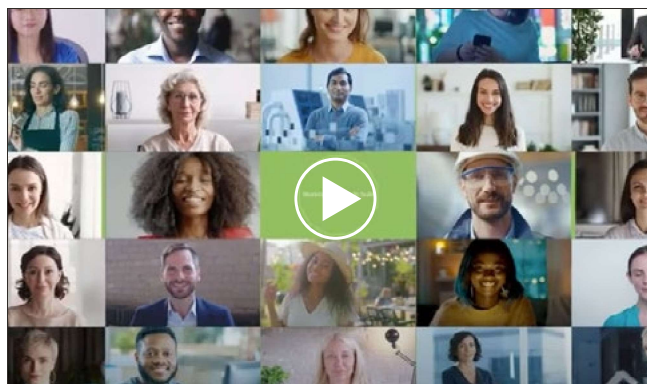
## Specialist Surveyor - Vacancy Jun 2025



*You're part of it*

### Our Purpose

Our purpose is to support the ambitions of the people and businesses of the UK by delivering specialist financial services.



### Your Purpose

A specialist role as an expert BTL Surveyor supporting the Head of Surveyors and the LPA Receivers based out of Head Office (Solihull) providing valuation work of a high standard in accordance with the RICS requirements and Group direction/guidance notes. The role of a Paragon Surveyor includes monitoring market trends and feeding back where necessary, aiding a satisfactory customer journey as part of the mortgage application process, protecting the Group by ensuring we are lending on properties where it is right to do so and ensuring that the risks are minimal. To also provide guidance and advice on property matters.



# Your Purpose & Performance Profile

## Our Strategy

Our strategy is driven by our purpose and helps us achieve our vision to become the UK's leading, technology-enabled specialist bank and an organisation of which our employees are proud. We focus on five strategic priorities to help us deliver our strategy. These are supported by three strategic pillars and eight values that underpin our culture and the way we do business.

Our strategy is to focus on specialist customers, delivering long-term sustainable growth and shareholder returns through a low risk and robust model.

## Our Strategic Priorities

### Growth

Growing our lending in specialist segments of the market where customers are underserved by the large, high street banks.



### Diversification

Continually developing our range of savings and specialist lending products in both existing and new markets, organically and through acquisition.



### Capital management

Management of capital is a critical lever as we invest to grow our business and people.



### Digitalisation

Implementing sophisticated, digitally enabled, cloud-based platforms which enable us to deliver outstanding customer service, become more efficient, support decision making and address new markets.



### Sustainability

Reducing the impact our operations have on the environment and ensuring we have a positive effect on our stakeholders and communities



## Strategic pillars

### A customer-focused culture

Expert knowledge and experience, supported by proprietary insight, data and analytics to deliver deep understanding and good outcomes for all our customers.

### A dedicated team

An experienced, skilled and engaged workforce, and a unique culture underpinned by eight values.

### Strong financial foundations

Prudentially strong, with a low-risk approach to lending, reducing volatility of earnings and enhancing sustainability of dividends.

## Who you'll be working with

Working within the Surveyors team within the Portfolio Operations Division, you will be working with a highly motivated professional team that provides a specialist valuation & Receiver of Rent (RoR) service and who pride themselves on being customer centric.

This role is responsible for providing specialist valuation advice to protect the Group against property risk. The team will be expected to work closely but is not limited to, Audit Surveyors, Risk, New Business, Property Management and Surveyors Support to ensure the highest quality of professional advice and service in support of the Group's business lines.

Individual business units are our internal customers who require excellent communication, interaction, and service. There is often also direct contact with our customers (whether on site or as part of the booking process) who all require excellent standards in communication and flexibility to ensure excellent customer service and the best possible outcomes to meet their needs.



## The skills you'll bring

As a Specialist Paragon BTL Surveyor you will demonstrate a proactive approach, being self-motivated and taking responsibility for tasks in hand and individual performance.

Provide support to the Head of Surveyors.

Seek continuing improvements to performance ensuring appropriate diary planning and management is undertaken via communication with the Surveyors Support team.

Ability to gather and analyse comparable evidence and report writing in line with Groups guidance and RICS requirements.

An understanding of governance, property risk management and a high level of commercial awareness.

Excellent organisational and time management skills, including flexibility and the ability to work under pressure to deadlines.

Strong interpersonal, written, and oral communication skills. Proficient in using Quest, Surveyors portal, MS word, Excel and PowerPoint with a willingness to develop skills further.



## What you'll do day to day

Achieve the best outcomes for our customers in a highly competitive market that requires high levels of commercial awareness.

Take personal responsibility to deliver valuation advice and all other related workstreams in a timely manner that meets all service standards and objectives.

Ensure that a proactive approach is undertaken to help the Surveyors team achieve:-

- 3 valuations a day on average as a target.
- All reports signed off within 48 hrs of the inspection wherever possible / practical.
- To provide an average overall gross regional turnaround that does not exceed 10 days.
- A minimum target of 70% of all valuation work and complex being completed in house.
- Improve turnaround on panel validations so these are completed within 24 hrs.

## What does success look like for you?

### THINK CUSTOMER

Be able to adapt to change and have excellent customer service skills ensuring positive outcomes for our customers in meeting or improving on service standards.

Prioritise tasks and work flow.

Taking responsibility, you will help to manage your diary effectively and give direction to the support team on the prioritisation of tasks and workflow plus technical matters arising. In addition, ensuring diary planning to ensure effective working in completing tasks and providing specialist advice.

Maintain a customer focus and seeks to improve on service wherever possible seeking out solutions. To provide the correct advice in the most effective way.

You will process transactions and make decisions in line with agreed mandates.

Fully embed and display company values, conduct risk and customer journey in terms of service provision. Treating customers fairly is a key objective.

### THINK RISK

You will assist in embedding a positive risk and feedback culture whereby people feel empowered to identify and raise risk appropriately.

You will take on board and review feedback on quality / audit matters and comply with any follow up actions identified as appropriate.

Maintain a focus on key priorities in the face of pressure and change.

Maintain a balance between lending and risk when decisions are made to accept or decline a property.

You will refer any marginal cases as per Group guidance.

Be a gatekeeper in dealing with property risk matters and providing correct well structured advice in doing so taking control of matters arising whether referrals, valuations and achieving turnaround within SLA for all of these.

### THINK PEOPLE

To lead by example in respect of team tasks.

Ensure our culture and values are upheld and are at the heart of actions and thinking.

Generate a positive working environment and produce work to a high standard, including the production of notes and valuation reports / advice to an acceptable audit standard.

Seek opportunities to mentor and coach individuals/new starters on operational processes to ensure that their knowledge and skill levels are appropriate to carry out their duties.

Seek opportunities to draw upon your own individual strengths including presentations to the team at RS meetings.

Use feedback (individual and from RS meetings) as an opportunity to further enhance your knowledge, confidence and valuation approaches/ methodologies in an all-round sense to complete the valuation advice required by the Group.



You will be commercially aware understanding local property markets and how these issues affect the valuation provided and lending decision.

The markets within which our customer/landlords operate including both sales and rental demand considerations are fundamental and these need to be understood.

You will apply criteria and will need to take a view on marginal cases within guidelines given at RS meetings whether any case is acceptable or not

You will liaise with internal customers where necessary to effectively drive results.

Continue the use of modern technology including use of the handheld device to minimise the use of paper.

Maintain and support business plans and work with the support team so that route planning and travel is most efficiently planned to avoid unnecessary journeys.

An understanding of the opportunities available to enable you to contribute towards voluntary / charitable activities as appropriate.

Promote / supporting hybrid working that works effectively for the business needs of the group.

## You'll make a real impact by:

Undertake the role of BTL Specialist Surveyor providing support to the Head of Surveyors and as a Paragon Surveyor.

Demonstrate an awareness on the different licensing schemes and local implementation. Also planning matters and property regulation.

Demonstrate a continued use of the hand held device whilst out on site.

Be personally accountable for your customer interactions and service, ensuring a positive experience and outcome for our customers.

Take control of matters arising whether referrals, valuations and turnaround within SLA for all of these.

Take responsibility including guidance, and assertiveness where necessary to support the team generally. All to support the provision of excellent advice and good service. To achieve and exceed all targets.

Ensuring your personal development plan is up to date and seek opportunities to aid your learning and development and career aspirations.

Ensure that CPD is up to date as per the Groups and the RICS requirements.

Seek opportunities to assist with Duty cover further enhancing your own understanding of the role and integral part it plays to the Group's success.

Manage and identify potential risks referring any marginal cases as per the guidance.

Detail is key and you will continue double checking reports for any errors before sign off eliminating the need for queries.

Supporting the reputation in the market as the leading team of Surveyors in the BTL market. A fully engaged team that shares ideas, knowledge and get involved will make the team a great place to be. Positive people drive positive action!



## Our values

Our culture is built upon a commitment to do the right things for customers, our colleagues, our wider stakeholders, and the world around us. Eight values underpin our culture and the way we do our business.

Doing the right things means making clear and ethical decisions, understanding the implications of our actions, being accountable for them and making a commitment to speak up and put things right where we see something that is wrong.



### Fairness

To work together to ensure fair outcomes for all our customers



### Professionalism

To maintain the highest standards and deliver our products and services with care and accuracy



### Integrity

To be honest and open in everything we do



### Humour

To ensure we have fun while achieving success!



### Commitment

To drive the business forward with determination and to do so with effort and enthusiasm



### Creativity

To identify and create new business opportunities and apply creative and effective solutions to problems



### Teamwork

To work in harmony and collectively towards the delivery of our overall objective



### Respect

To treat people as individuals and listen to their views

## Our code of conduct

Our Code of Conduct is designed to help you navigate through the vast array of decisions that you will need to make to deliver effectively on our purpose. You can view a copy of our Code of Conduct [here](#). As a regulated firm we are also subject to the below conduct rules:

1

**You must act with integrity**

2

**You must act with due skill, care and diligence**

3

**You must be open and co-operative with the FCA, PRA and other regulators**

4

**You must pay due regard to the interests of customers and treat them fairly**

5


**You must observe proper standards of market conduct**

6

**You must act to deliver good outcomes for retail customers**

# Our Leadership Commitment

We all deserve to have a great manager. Our managers commit to delivering inclusive, inspiring, and impactful leadership. For us, this looks like:




**Empathy**

Having and applying emotional intelligence to understand and engage with others more effectively. Using both self-awareness and the understanding of others to react positively to different situations.




**Adaptability**

Having the skills and willingness to adapt at pace to changing circumstances and environments. Being comfortable with ambiguity, maintaining personal resilience and learning from experience.



**Creative Thinking**

Having the skill to incorporate creative and innovative practices into tasks, activities and interactions, bringing new perspectives into the workplace.



**Coaching**

How we support others to explore and unlock their potential using coaching tools and techniques and building a trusting coaching relationship.




**Teamwork**

The coming together of a diverse group of people to deliver a common objective. Working well together, but open to new ideas and challenge. Creating a safe, inclusive environment to experiment, make mistakes and improve.



**Think! Customer**

How we build and maintain trusted relationships with internal and external customers based on a deep understanding of customers' needs. It's about communicating clearly and working in partnership.



**Decision Making**

How we make effective decisions on a day-to-day basis, taking ownership of decisions and demonstrating sound judgement.

If you are a manager of people you will help your people to be their best by:

Sharing our purpose	Checking in	Reward and Recognition	Career and learning	Performance enhancement
<ul style="list-style-type: none"><li>• agreeing objectives</li><li>• reviewing them regularly</li><li>• enabling continual improvement</li></ul>	<ul style="list-style-type: none"><li>• managing as a coach</li><li>• providing and seeking feedback</li><li>• agreeing and setting outputs</li><li>• supporting employee well being</li></ul>	<ul style="list-style-type: none"><li>• providing in the moment appreciation (Mo)</li><li>• celebrating achievements</li><li>• rewarding fairly</li></ul>	<ul style="list-style-type: none"><li>• managing as a coach</li><li>• enabling an employee led approach</li><li>• agreeing development plans</li><li>• supporting aspirations</li></ul>	<ul style="list-style-type: none"><li>• providing timely and honest feedback</li><li>• plan for success by agreeing a clear plan of action with goals and required support identified and reviewed regularly</li></ul>

Frequent and meaningful conversations