Additional Role Information

For us, working in Estates for the Environment Agency is more than providing skilled, professional support to our business: it's about making a real difference to the environment. With landholdings extending to approximately 26,000 hectares of which we manage, Estates is also at the heart of delivering the Environment Agency's circa £5.4 billion capital programme to better protect properties. Driving forward positive environmental outcomes for our local communities, the future brings ever-evolving challenges and new exciting opportunities to us.

Core to the delivery of the Environment Agency's priorities outlined in EA2030 and the Government's landmark 25 Year Environment Plan, we're committed to being exemplary and providing a professional service that exceeds customer expectations and delivers value for money.

The Estates Team sits within the larger Corporate & National Services directorate. You can read more about the directorate at the end of this document.

The Team

We're a national service which comprises four Operations hubs, a Business Technical & Future Planning Team, Property Assurance team, Estates Sustainability team and a Corporate Property team.

The National Technical team supports the operational teams and move our service forward, providing specialist, technical and administrative support, reviewing the work we do, identifying areas for improvement and leading Estates through change.

Our Operations hubs cover four geographical areas: North, Central, South & East, and Thames & South-West. Our surveyors work flexibly beyond those boundaries but, acting as an agent in both land management issues and professional advice for our internal customers, they always have a local point of contact.

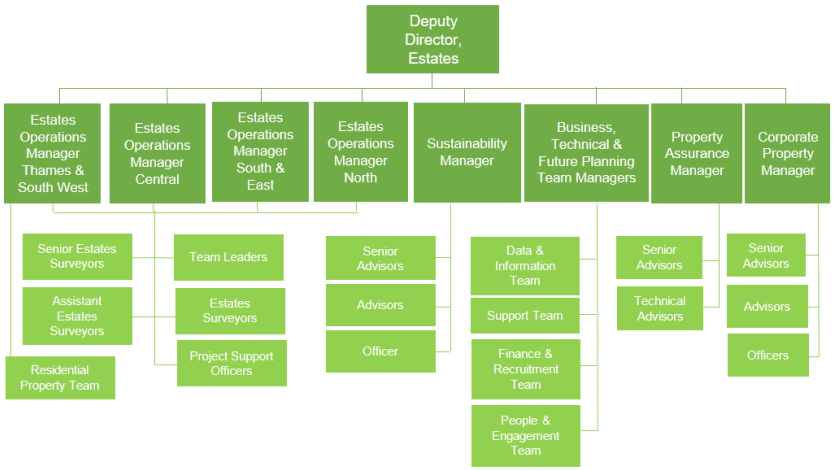
We own a diverse property portfolio. Our estate comprises agricultural and commercial property and extends to over 25000ha. As well as operational flood banks and flood storage reservoirs we own farms, farmland, licensed property, an oil field, quarries, woodland, moorings, nature reserves, development land, shooting ranges and sea/ beach frontages. We also rent land for our flood monitoring equipment. The property, and relationships with our tenants, landlords and other stakeholders, requires careful management.

Each of our operating hubs is led by an estates operations manager and supported by a team leader. The team is made up of property professionals, including surveyors, who carry out the main technical function of the service, dealing with our customers face-to-face, and project support officers, who deliver essential

support to the activities led by our surveyors, helping Estates to build and sustain working relationships which empower our customers.

Working as part of Estates in one of our frontline Operations teams, you will be a vital team member supporting the delivery of the Environment Agency projects in your area to achieve the wider goals and priorities of the Environment Agency's action plan.

National Estates – structure



The Role

Principal accountabilities

As a Senior Estates Surveyor, you will be an integral part of the Estates team working directly with our Project Support Officers, Assistant Surveyors and Estates Surveyors. You'll be involved in a wide variety of surveying work, which will keep your days varied and interesting whilst building your knowledge and experience, including our national flood risk programme, looking after various operational projects and managing a diverse land portfolio.

Your work may include the below, but the complexity will depend on your experience:

- helping to deliver our national flood risk management programme, overseeing various operational projects by:
  - liaising with and advising the project team
  - dealing with landowners
  - securing access to land via our statutory powers
  - carrying out pre-entry schedules of condition
  - acquiring any necessary interests
  - agreeing compensation claims
  - assisting and achieving biodiversity net gain on projects
- leading in the acquisition and compensation programme for major capital works.
- managing a large diverse land and property portfolio by:
  - providing landlord and tenant advice to our internal customers
  - granting new leases and renewals
  - undertaking rent reviews
  - carrying out property disposals

- gaining landowner's agreements for new infrastructure such as river gauging stations and observation boreholes

Working for the Environment Agency will mean that the environment will be at the heart of everything you do.

Qualifications, skills and experience

To apply for this role, you must meet the essential and desirable criteria as detailed below.

Essential:

- You will hold one of the following qualifications/memberships:
  - you'll be a fellow of the CAAV (FAAV)
  - qualified as a chartered surveyor (MRICS/FRICS) ideally qualified in Land and Resources, Commercial or Rural (or equivalent if predating these pathways). However, we would consider other pathways, if you think the pathway you have followed would be suitable for this role please contact us.
- Full and valid driving licence
- Significant knowledge and experience of estate management, acquisition and disposal work in the urban and/or rural environment and a solid experience within land rights acquisition
- Show a good working knowledge of leading and advising on property matters within high-profile, complex cases or projects
- Awareness of the relevant legislation and government guidance pertaining to the statutory compensation code and compulsory purchase procedures
- A good working knowledge of negotiating and documenting complex transactions
- Evidence that you adapt your communication style to different customers at all levels to meet their needs
- Good planning, prioritisation and time-management skills with the ability to achieve targets and meet deadlines
- Demonstrate you can make quick, pragmatic, reasoned and practical decisions and recommendations based upon sound analysis and reason
  Demonstrate that you seek internal or external expertise appropriately to resolve important implications for the project or client
- Demonstrate you can foster good relationships and networks with key parties.
- A sound commercial approach and business acumen.
- Proficient with Microsoft packages (Word, Excel, Outlook)

Desirable:

- Experience of leading or working in multidisciplinary teams, effectively managing projects and building strong stakeholder relations
- Evidence of working as a coach and mentor within your professional and technical field
- Experience of working in and developing a collaborative culture, including putting forward and progressing change, improvements, understanding the risks and your impact, particularly within your technical sphere in supporting improvement of a property service
- Be compassionate and have emotional intelligence, possessing excellent leadership and motivational skills to get the best out of people.

Market Forces Factor (MFF) payments

MFFs are an allowance, paid in addition to basic pay. It is subject to tax, National Insurance and is pensionable. The allowance is paid in 12 equal monthly amounts and is pro-rata based on contracted hours for part time employees.

To be eligible for the £4,750 pro rata MFF payment you must:

- fulfil the requirements around Continuous Professional Development, maintaining your Chartered Surveyor (MRICS/FRICS) and/or FAAV (Agricultural Valuers – Fellow of the CAAV) membership and accreditation.
- mentor and train, as required, our Assistant Estate Surveyors, Graduates, Apprentices and Placement Students in their Continuous Professional Development
- meet or exceed your end of year performance assessment.

This MFF payment for Chartered Surveyors will be evaluated and reviewed by the Environment Agency in January 2026. The review may decide that a group MFF is no longer required or should be reduced.

Career opportunities

As a Senior Estates Surveyor at the Environment Agency, you'll have the opportunity to broaden your skills across a number of areas; this could include flood alleviation projects and land management works.

Our Estates teams are made up of different property professional roles, which are suitable for different career stages. Whether you are joining us at the start of your surveying career or are looking for an opportunity to build on your existing expertise in the field, we'll support your individual development, helping to challenge, develop and grow your surveying talent. We will also cover membership fees for up to two professional bodies relevant to the role.

Assistant Estates Surveyor - Grade 4
As an Assistant Estates Surveyor, you'll hold one of the following qualifications/memberships:

- be enrolled or be able to and have the commitment to enrol as a CAAV probationer
- hold a RICS accredited degree with the ability and commitment to enrol onto and complete your APC in one of the following sector pathways: land and resources, commercial or rural.
- be enrolled onto your APC with the commitment to complete in one of the following sector pathways: land and resources, commercial or rural
- be qualified as a RICS Associate member (AssocRICS)

You'll help to deliver our national Flood Risk programme and support the management of a diverse land portfolio.

Estates Surveyor - Grade 5
As an Estates Surveyor, you'll hold one of the following qualifications/ memberships:

- be a fellow of CAAV (FAAV)
- qualified as a chartered surveyor (MRICS/FRICS) ideally in Land & Resources, Commercial or Rural.

You'll be at the core of a variety of surveying work, getting involved in the land and compensation elements of construction projects – both in urban and rural settings.

Senior Estates Surveyor - Grade 6
As a Senior Estates Surveyor, you'll hold one of the following qualifications/ memberships:

- be a fellow of CAAV (FAAV)
- qualified as a chartered surveyor (MRICS/FRICS) ideally in Land & Resources, Commercial or Rural.

You'll be an experienced chartered surveyor with a demonstrable and diverse land and property background. You'll be a role model, with a committed focus on advising and providing technical leadership to one of our frontline Estates teams.

Environment Agency

Estates employee testimonial

"I would always highly recommend the public sector. The range of work I've had has been far wider than in the private sector, and I really like the fact that I am using my surveying skills and experience for something other than just making as much money as possible. I believe fervently in buildings and land being used efficiently and without waste.

For people who are 'generalists' rather than specialists, the public sector is a great place to work. The range of properties is far more interesting – if not quirky – than the private sector tends to deal with. The emphasis is on doing a good job; efficient use of resources; and working in partnership.

The wide range of properties and types of work can create daily interest and often the challenge to learn new things. You may be dealing with land ownership queries, rent reviews, disposals, grazing agreements, residential property, fishing, shooting and minerals rights, sustainability, and valuations. The best surveyors will take a creative look at their portfolios and work out how best to use the land and property efficiently."

Capabilities for the role

The capabilities being assessed for this role in the application and/or interview process are:

- **Achieves results -** Sets and delivers high work standards, demonstrates the drive to meet targets. Prioritises and organises tasks and resources to ensure timely achievement of results.
- **Takes decisions and solves problems -** Finds and delivers optimal solutions by effectively analysing all the information, probing to develop alternatives and taking sound and timely decisions.
- **Focus on customers and partners -** Addresses the needs of internal and external customers, provides rapid and effective responses.
- **Coaches others -** Uses variety of methods, including direct instruction, coaching and feedback skills to help others to develop.

You can learn more about these competencies and what they mean in our capability dictionary.
Your answers to the capability questions will be used for interview selection.

How to answer capability questions

Use the STAR method to formulate your answers to application and interview capability questions, to demonstrate your skills and experience for the role. **STAR stands for:**

- **S**ituation - the situation you had to deal with
- **T**ask - the task you were given to do
- **A**ction - the action you took
- **R**esult - what happened as a result of your action and what you learned from the experience.

How to use STAR
You can use the STAR method to structure the examples you give to questions. You can use it to highlight particular skills and qualities you have that we are looking for. When using STAR, remember:

- use your own personal examples from work, home or volunteering (not what others have done)
- focus on the Action part in your answer
- keep examples short and to the point
- be prepared to answer follow-up questions about the examples you give at the assessment stage.

Inspiring interviews

We want to support all of our candidates to perform at their best during their interview. We're here to learn as much as we can about what you have to offer – we're not trying to catch anybody out! To help everyone get the most out of the interview, we can share a copy of the interview questions 24 hours before your interview begins if you think it will help you. We know that this won't suit everyone, and that's fine too. If you would like a copy of the questions, please let us know by emailing Recruitmentestates@environment-agency.gov.uk.

Reasonable adjustments

We are a disability confident employer and we do understand that for some people, access to the interview questions for 24 hours won't be long enough. For those that need reasonable adjustments at interview, we're more than happy to accommodate them. From extra time during the interview, to providing a British Sign Language interpreter, or receiving the interview questions further in advance, we're keen to tailor our support to your requirements. Get in touch to let us know what works for you and how we can help Recruitmentestates@environment-agency.gov.uk. We want you remove any barriers you may have, and enable you to be at your best during your interview.

Diversity: it's in our nature.
Value difference: include everyone

Corporate & National Services

Part of the Strategy, Transformation and Assurance's (STA) directorate, Corporate & National Services delivers the EA's sustainability goals and supports the wider delivery of IT, digital and data, security, business resilience, estates and fleet. We provide an overview of the EA's relationship with Defra for service delivery of HR, finance and communications.

We place huge importance on health, safety, and wellbeing. We create a respectful community, as we want everyone to be able to be their best self at work. We want everyone to feel supported and valued. We have over 150 trained Respect at Work advisors across the organisation, and numerous staff-led networks you can join. We offer a wide range of training courses for you to develop your skills and progress your career within our directorate.

Our Directorate is made up of five key work areas:

Estates

We lead the management of our property and land portfolios to maximise commercial potential and sustainability.

We bring together Chartered Surveyors to offer professional support for our land, property, compensation and valuation matters. This includes enabling our flood risk programme.

We lead our relationship with Defra on property and enable the business to deliver capital programmes through provision of professional property and land services.

Corporate Management Assurance and Security

We lead on our corporate relationships with Defra Group Corporate Services, including defining our intelligent partner model, performance and assurance.

We manage our Defra partnership agreement, lead the organisational business board, lead organisational resilience and business continuity management and security.

Defra Group Fleet Services

We lead on equipment, assistance and advice to users of vehicles, plant and boats across Defra group. Ensures we operate the safest, greenest, most cost-effective fleet assets across the Defra group.

We want a class leading sustainable fleet that minimises its impact on the environment and people by reducing its emissions, leading by example and inspiring others.

Sustainable Business

We lead sustainability and delivery of eMission 2030 for the organisation, including our net zero carbon commitments, environment net gain, sustainable resource use, and social equity.

We support the business through a sustainability business partnering model.

Contact Centre Services

We lead the business on all things customer making sure we understand who our customers are and what they need, that our staff are skilled and capable and that our systems and processes allow us to provide the level of service we aspire to.

We enable the organisation to create a better place - Our frontline customer service & 24x7 incident response helps maximise the time the organisation can spend on protecting and improving the environment, for people and wildlife

We enable our customers to create a better place by providing efficient and effective customer service; giving our customers the information they need to do the right thing for the environment.