



Opening doors: for the next generation

e.surv
Chartered Surveyors

Walker Fraser Steele
Chartered Surveyors

Regulated by RICS



Welcome to e.surv

We're passionate about inspiring and coaching the next generation of residential surveyors.

As the largest provider of residential property valuation, surveying and property risk services in the UK, we can provide fantastic opportunities to those choosing a career in surveying.

Whether you've graduated with a RICS-accredited degree, you're studying for a Sava qualification, or you're a property professional looking for a career change, please talk to us about our Trainee Programmes.

We recognise that everyone is different, so it's not just a one-size-fits-all approach. Through an exceptional mix of on-the-job training, study days, workshops, and classroom-based training, you will be guided through the programme from beginning to end by our dedicated Learning and Development Team, your one-to-one mentor, and the support network across the business. We employ over 600 surveyors in England, Scotland, Wales and Northern Ireland, so there really is a wealth of experience to draw upon.

Since our AssocRICS Programme began, we've launched the surveying careers of over 230 Trainees and a number have now been promoted into management positions. We couldn't be prouder of them and the work that they, and the rest of the e.surv team, have put in to make this happen.

Once qualified, our surveyors never stop their personal and professional development. Our Learning and Development Team ensure that everyone has access to the training they need to keep abreast of changes in policy, surveying methods, building regulations and more. There's always more to learn!

Take a look through this brochure to find out more about what we can offer you and how to apply. But, most importantly, take a look at our interviews with Jess Van Rensburg and Scott Jack to find out what life is really like as a Trainee at e.surv.

Jane Cross
Managing Director, e.surv





Ben Jones AssocRICS is a surveyor in Worcestershire

About e.surv

e.surv has been at the forefront of the residential property market for over 30 years.

We're the UK's largest provider of residential valuation, surveying and property risk services, directly employing over 600 residential Valuers.

We work with the majority of the UK's mortgage lenders, along with providing the full suite of RICS survey reports direct to the home-buying public.

We're excited to be developing the next generation of consumer-facing products in the digital space - continuing to spearhead innovation in the sector.

e.surv is part of LSL Property Services plc which includes household names Your Move, Reeds Rains and Primis (the mortgage broker network).



Some of our stats and awards:



- ✓ 600+ RICS-registered surveyors
- ✓ 100% APC pass rate
- ✓ 230+ surveying careers launched through our AssocRICS Programme
- ✓ £86.4 million turnover in 2019
- ✓ ISO27001: Information Security
- ✓ RoSPA Quality Safety Audit: Level 3
- ✓ BS 18001: Occupational Health and Safety
- ✓ Mortgage Finance Gazette Awards: Best Surveying Firm 2019
- ✓ Equity Release Awards: Best Surveyor 2019
- ✓ MoneyAge Mortgage Awards: Mortgage Surveyor of the Year 2018
- ✓ Mortgage Introducer Awards: Survey/Valuation Business of the Year 2018

Graduate AssocRICS Programme.

As a Trainee Surveyor on our AssocRICS Programme, you will receive targeted tuition covering a number of essential “technical” and “mandatory” competencies outlined by the RICS. This is delivered through a mix of seminars, workshops and assignments.

RICS Technical Competencies:

1. Building pathology
2. Inspection
3. Legal / regulatory compliance
4. Measurement of land and property
5. Property records / information systems
6. Valuation

RICS Mandatory Competencies:

1. Client care
2. Communication and negotiation
3. Conduct rules, ethics and professional practice
4. Conflict avoidance, management and dispute resolution procedures
5. Data management
6. Health and safety
7. Sustainability
8. Team working

Shadowing your mentor in your local area, you'll be able to put all you've learnt into practice. The time you spend carrying out real-life surveys with friendly support from an experienced e.surv surveyor really is invaluable.

You will learn how to efficiently use our innovative iPad-based technology and suite of applications to work smart and enjoy a good work-life balance.

You will also spend time at our Head Office in Kettering to gain a rounded understanding of how the business operates e.g. appointment booking, customer care and Post Valuation Queries.

What we're looking for ...

You must have a passion for residential property and at least one of the following:

- ✓ RICS-accredited Degree or MSc with a minimum of 1 year's relevant property experience
- ✓ 4+ years of relevant property experience (subject to RICS confirmation)

*Qualification:
AssocRICS in 12 months or less (approx.)*

Don't want to stop at AssocRICS?

We provide full support to AssocRICS surveyors, with a qualifying degree, who wish to progress through their APC to achieve MRICS status.

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e.surv's Trainee Surveyor scheme has been fantastic. It enabled me to kickstart my career as an AssocRICS surveyor faster than I anticipated. I was daunted at times but, via mentoring, classroom sessions, clever tech and lots of support from my Manager, Trainers and colleagues, I've achieved my goal, a career to be proud of.

*- Sarah Shanks-Pell
Trainee Surveyor, e.surv*

Sava Conversion Programme.



Our bespoke Sava Conversion Programme is specifically for AssocRICS-qualified Sava Graduates, who should be fully operational at e.surv in 3 - 6 months.

You'll enhance the knowledge you've gained from the Sava programme through a mix of seminars, workshops and on-the-job training, and will be given a step-by-step introduction into surveying practices at e.surv.

You'll be exposed to the criteria of all our major lenders, whilst gradually building up your volume of work.

One-to-one guidance and encouragement from your experienced mentor will be pivotal, not to mention support from a network of experienced colleagues from across the business.

In fact, our very own Senior Recruitment Manager is doing the Sava Diploma so he's well-placed to provide expert advice! Just drop him an email on: matthew.siddons@esurv.co.uk

What we're looking for ...

A passion for residential property is obviously essential!
And, you must:

- ✓ Be 80% of the way through your Sava submission year
- ✓ Have completed 100% of your Sava submission after 14 weeks' of employment with e.surv

*Target:
Fully operational in 3 - 6 months*

Read Sarah Shanks-Pell's diary of an AssocRICS Trainee on our website:

www.esurv.co.uk/tag/surveyor-diaries



Having undertaken the Sava Diploma, e.surv's Conversion Programme was the best next step. There was a good mix of both classroom and online training which helped to further my knowledge and understanding of the profession. This was alongside daily on-the-job mentoring, which was invaluable - giving real life examples of what you see in text books!

After 3 months I was competent and undertaking my own valuations with the continued support of my Manager, Mentor and the rest of the Learning and Development Team. Anytime a question arose, there were a wealth of knowledgeable parties willing to help and aide in furthering my knowledge. We're always told that you never stop learning in a job like this and it is true! So, having access to a range of individuals with a vast knowledge to impart has been excellent.

- Natasha Palczuk AssocRICS, e.surv

What do we offer?



At e.surv, competitive salaries, specialist mentoring and home-working are just the beginning.

All e.surv Trainees receive:

- ✓ 25 days holiday (plus bank holidays)
- ✓ Generous NEW incentive scheme (when you reach full productivity)
- ✓ Incremental pay rises on the completion of designated competencies
- ✓ Company car or car allowance
- ✓ Paid RICS student membership (and Associate membership on qualification)
- ✓ Flexfund (a pot of money to spend on benefits and perks after qualifying period)
- ✓ iPad (after qualifying period)
- ✓ iPhone
- ✓ Laptop and printer
- ✓ Lone working safety device
- ✓ Study folder and stationary
- ✓ Last, but definitely not least, your full surveying kit e.g. ladder, safety shoes, spirit level, measuring device, binoculars, wellington boots, safety gloves, and much more.

And, if that's not enough, we also offer a wide range of award-winning benefits.

Here's just a taste of what's on offer:

- ✓ Contributory pension scheme (where contributions from the business increase after you've reached Competency Level 6)
- ✓ Life insurance
- ✓ Group Sharesave scheme
- ✓ Buy-as-you-earn
- ✓ Gym membership
- ✓ Private healthcare
- ✓ Travel insurance
- ✓ Dental insurance
- ✓ Discounts at popular retailers and leisure facilities

Jess Van Rensburg MRICS is a
surveyor in Worcestershire



Jess Van Rensburg:

From Graduate to MRICS:
My journey into surveying ...



Jessica Van Rensburg embarked on her residential surveying career in September 2013, when she joined e.surv's Graduate Programme. This followed the completion of a Building Surveying degree at Birmingham City University earlier that year.

Since then, her career has gone from strength to strength. She achieved her AssocRICS qualification shortly after joining e.surv and her MRICS in May 2019, after completing e.surv's APC programme.

Jess has recently become one of the faces of e.surv, so we spent some time chatting to her about what inspired her to become a residential surveyor, her experience of both e.surv's Graduate and APC Programmes, her views on women in surveying, and more.

“

Why did you want to be a residential surveyor?

“I've always had an interest in residential property - far more than commercial or any other area I'd covered at university.

“When you work in residential property, every day is different. I particularly loved the idea of being able to see different property types every day. In the area I work in, I see everything from 1600s black and white thatched houses to properties built using modern methods of construction.

“I also liked the idea of delivering a personal service to people, and there's a great mix of being out in the field and home-based work.

“There isn't time to get bored. Houses and construction types are always changing, as are building regulations, so it keeps things fresh and interesting. You're constantly learning.”

Why did you choose e.surv's Graduate Programme?

"It seemed to be the most comprehensive programme available and comes with a lot of support. I was also interested in the mentoring available. I loved the idea of being able to learn and apply my knowledge at the same time."

Tell us about your experience of e.surv's Graduate Programme.

"e.surv has a really great support network.

"I shadowed three qualified surveyors in my local area - accompanying them on their inspections, watching them complete their reports and constantly talking about what they were doing and why.

"This work with my Mentors was absolutely invaluable and allowed me to gain experience across a large area and I saw a vast number of property types. There's nothing better than being on-site and seeing things for yourself!

"However, it wasn't all on-the-job training. This was balanced with information, seminars, workshops, and study days where we could focus on specific elements. This also provided an opportunity to get together with the other graduates on the programme to chat about the properties we'd seen and what we'd learnt.

"This diverse learning made the programme enjoyable and I felt supported throughout the process by my Mentors, colleagues, Area Manager, and the Learning and Development Team.

"It was hard work but really worthwhile. It inspired me to join the APC programme too!"

So, when you qualified as AssocRICS, how did it feel to go out on your own for the first time?

"The fact that I had been shadowing my Mentors for so long served me well. I had inspected so many properties with them, I felt I had a thorough understanding by this point.

"Obviously, it felt a little strange to be on my own, but I had the confidence I needed, and I knew that my Mentors and Manager were at the end of the phone if I needed them."

How did e.surv's APC Programme differ from the Graduate Programme?

"Again, the support during the APC programme was amazing. Similar to the Graduate Programme, we had Counsellors and Mentors to help us throughout the process. Plus, the Learning and Development Team was good at making sure we got extra help where needed.

"The APC was a little more intense than the AssocRICS programme because I was working full-time as well as studying, and I was pregnant too. I don't do things by halves!

"However, I think this makes me extra proud of achieving my MRICS. I've worked really hard for it!"





Residential surveying is still very male-dominated. Were you put off by this?

“Definitely not. When I was doing my Building Surveying degree, there were only 4 women on the course!

“I knew that the surveying industry was very male-dominated, but I do think that this is slowly changing. Having said that, it’s amusing sometimes when I go to an appointment and the customer exclaims: *“Oh, I thought you were going to be a man!”* - which proves that there is still some work to do to change perception.

“Mostly, though, people are pleasantly surprised and want to chat about how I got into surveying. So, I guess, I’m doing my bit to promote residential surveying as a career for all!”

What qualities do you think are most important for a residential surveyor?

“You must be personable and customer-focused. You meet different people every day and, when you knock on that door, you are the face of the company. So, you have to be friendly and upbeat, and a smile definitely goes a long way!

“With this in mind, you have to be respectful of people’s homes and you have to put people at ease by explaining what you’re there to do. Not everybody feels comfortable letting a stranger into their home.

“Also, I’d say you have to be disciplined and confident in your abilities because you spend a lot of the day working on your own.

“Finally, an inherent interest in property is obviously vital and you have to enjoy variety and learning new things. The phrase “every day is a school day” is very true - no two houses or home-owners are the same!”

You’ve had a busy few years. Next stop, FRICS?

“Possibly, we’ll see!”





Scott Jack:

From Graduate to
Area Manager in 5 years ...

Walker Fraser Steele
Chartered Surveyors



Scott Jack joined our Graduate Programme in January 2014 and his surveying career has gone from strength to strength.

He achieved his AssocRICS in just 6 months and was shortlisted for the RICS Young Surveyor of the Year 2016. His most recent accomplishment is being promoted to Area Operations Manager for our Walker Fraser Steele division in Scotland.

You may be wondering how Scott has achieved this success in only five years? Well, we caught up with Scott to find out his secret. And, his answer to our first question took us completely by surprise! ...

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Let's go back to the beginning. Did you study a RICS-accredited degree at university?

“Yes, I went to university to study engineering but, in my second year, I contracted a rare form of meningitis which put me in intensive care for three weeks. The infection had a huge effect on my joints which meant I had to learn to walk again, so I missed my second-year exams. As you can imagine, managing my recovery along with my university studies was challenging so I left university to take a different route. Looking back, I think this experience gave me more drive and determination to succeed.”

Wow, that's quite a back story! What did you do?

“I started out working in a couple of call centres which gave me confidence and a really good grounding in customer services and sales. This has been hugely beneficial for me throughout my career and I still draw on the skills I learnt today.”

So, how did you go from working in a call centre to the property industry?

"I got into property through a Trainee Valuer role at Your Move Estate Agency in 2002. Working in their sales team, I visited residential properties to provide valuations to customers.

"I left Your Move in 2007 to become a Property Manager at Morgan's Solicitors in Fife where I stayed for 3 years.

"Determined to finally get a higher education qualification, in my spare time I started studying for a Diploma of Higher Education in Estate Management. I also joined a surveying firm in East Lothian around the same time.

"My new job saw me not only providing valuations, but also inspecting properties for defects and offering recommendations for improvements."

Is this what drew you down the surveying path?

"Yes, I'd developed a good understanding of building pathology and, as I came to the end of my Diploma, I decided I wanted to move away from commission-based sales roles.

"I'd had a lot of dealings with residential surveyors throughout my career and decided that this was the route I wanted to take. I was then lucky enough to get a Graduate position at e.surv."

You'd had a lot of experience in the property industry before joining e.surv's graduate programme then?

"Yes, this experience meant that I achieved my AssocRICS only six months after joining e.surv which is fairly quick. I already had a breadth of experience in valuation and defects which meant I could really hit the ground running.

"I also received invaluable support from my Mentors who helped me in my transition from estate agent to surveyor."

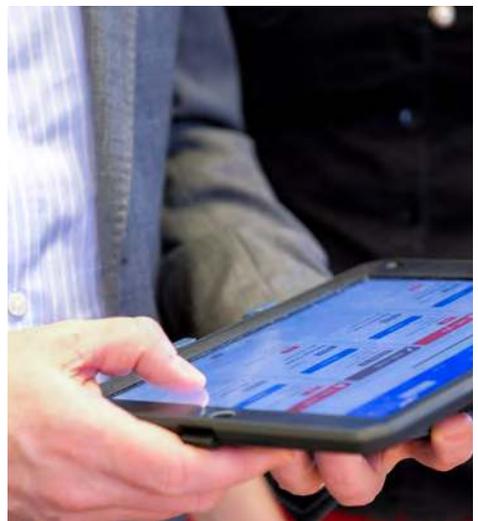
It wasn't long after this that you were nominated for the RICS Young Surveyor of the Year. How did this come about?

"I was put forward for Young Surveyor of the Year by a colleague in 2016 and it was an honour to be nominated.

"Since joining the company, I'd provided a lot of support to my colleagues during the role out of the new iPad technology. This seems a long time ago now. It's hard to remember a time before iPads!"

Do you have ambitions to do your APC to become MRICS?

"Yes, I'd like to do my APC (Assessment of Professional Competence) at some point in the future. e.surv has a great network of Mentors and I'm sure our Learning and Development Team will make sure I get the support I need when the time comes. I'll be focusing on my new role as Area Operations Manager for the time being though!"



*Not real customer data



You're a great advocate for the surveying profession as you clearly love your job. In your opinion, what qualities do you need to be a good residential surveyor?

"Obviously, a love of houses is vital and you have to enjoy variety. As a property surveyor, no two days are the same. Every house is different. I've met a lot of interesting people, along with some even more interesting pets...!"

"But, personally, I think people skills are extremely important. This may be surprising given that many surveyors work alone. Speaking to customers is an essential part of the job. If you're looking around a customer's private property to prepare a Scottish Home Report, it's important to put them at ease by explaining who you are, what you're about to do and how long it will take.

"In this instance, I also take the time at the end of the appointment to talk them through what I'm going to write in the report so they know what to expect *(not relevant for Mortgage Valuations or HomeBuyer Reports).*"

So, finally, as an ex-estate agent, do you have any advice for others who're thinking about joining the industry?

"Definitely. Estate agents (and EPC assessors!) make great property surveyors. They have valuation experience in abundance, and they know the local property market really well to provide on-the-spot valuations to customers. Plus, they have those all-important people skills I mentioned earlier!"



Application process.



1) Submit your CV to
recruitment@esurv.co.uk

2) Telephone
interview

3) Assessment
event

4) Formal
interview

How long does the application process take?

The application to offer process can take 8 - 12 weeks from beginning to end.

When can I apply?

We usually have three annual intakes onto our AssocRICS Programme:

- Apply in November for a February start
- Apply in March for a July start
- Apply in July for an October start

We accept applications for our Sava Programme throughout the year.

I have a question about one of the Trainee Programmes. Who should I speak to?

We understand that choosing the right training programme can be a difficult decision to make. Please contact our Recruitment Team using the details shown below and someone will be happy to run through the programme details with you or answer any questions you may have.

Get in touch.

If, like Jess and Scott, you have a passion for residential property and are looking to embark on a surveying career with a market-leading company, please get in touch with our Recruitment Team:

E: recruitment@esurv.co.uk

T: 01773 767447

www.esurv.co.uk/jobs

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Are you?



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