



Connells

SURVEY & VALUATION

**RESPECTED
LOCALLY,
RECOGNISED
NATIONALLY.**

WHO WE ARE.

Regulated by the Royal Institution of Chartered Surveyors, Connells Survey & Valuation employs a large team of over 350 RICS qualified and experienced surveyors who undertake the provision of residential survey and valuation services and provide advice for home purchase customers across the UK, combining national expertise with local knowledge. Our clients include Banks and Building Societies, Housing Associations through to private individuals. Our surveyors focus exclusively on the residential property sector and are experts in their field.

Our extensive support teams provide knowledgeable advice to clients, arranging appointments as soon as possible and providing outstanding customer service to clients and occupiers alike.

All of our surveyors are supported by an experienced technical team carrying out regular training to ensure knowledge is refreshed and up to date and surveyors are aware of modern trends, legislation and economic factors.

- Employ over 350 qualified Surveyors
- Trained over 220 Surveyors through our Trainee Associate Programme
- An equal opportunities employer promoting DEI in the workplace
- Most Panel Management Contracts within the Residential Surveying Industry in the UK
- Work with in excess of 60 lenders
- Successful Customer Service Apprenticeship Programme



PART OF CONNELLS GROUP.

Connells Survey & Valuation are part of the Connells Group, the largest, most successful and most profitable high street estate agency and property services provider in the UK.

Founded in 1936 and with a network of over 1,200 branches nationwide, the Group combines residential sales and lettings expertise with a range of consumer and corporate services including new homes, mortgage services, conveyancing, surveying, corporate lettings, asset management, land & planning and auctions.

Alongside the core Connells brand, the Group also trades under the brand names of more than 80 other well-known and trusted local estate agency names with branches across the UK. Connells Group is a subsidiary of Skipton Building Society, the UK's fourth largest building society and a provider of financial services and products. Our ownership by Skipton Building Society offers security of unparalleled financial strength, established and robust corporate governance and significant Professional Indemnity Insurance covenant.

Our clients benefit from the Group's broad range of award-winning services and depth of experience and expertise.

We have ISO 9001 quality assurance certification underlining our passion for delivering excellent customer outcomes.



Connells
group



CONNELLS GROUP KEY STATS.

10%
market share

1,200+
branches

14,000+
colleagues

**Committed to
developing our
people** and providing
opportunities for all

83 local estate
agency brands

UK's **most profitable**
estate agency business

100,000 property
sales a year

Largest agency for new
homes sales in the UK

8,000+ new homes
sold per year

**100 land, planning
& development
specialists** nationwide

Connells
group

The largest and most
successful estate agency
& property services
provider in the UK

**Multi-award
winning** service

One of the largest
volume residential property
auctioneers in the UK

£30bn+
mortgage lending

1,000+
employed Mortgage
Consultants

One of the UK's largest
conveyancing businesses

150,000+
managed tenancies

UK's **largest** survey and
valuation business

700+
Chartered Surveyors

ISO 9001:2015 panel and
risk manager of valuations

UK's leading
EPC provider

One of the UK's largest
commercial property consultancies

Figures quoted for full year 2023 or correct as at February 2024,
based on internal data. Issue 12, CG February 2024.

CAREERS FOR SURVEYORS.

We are an equal opportunities employer with opportunities across the UK. People are our most important asset and we are dedicated to ensuring ambitious, able individuals can progress in their careers with the company. We have many individuals who spend most, if not all, of their careers with us because of the breadth of employment opportunities we provide. As an organisation we understand the importance of career progression, with 90% of our management opportunities being filled by internal candidates.

If you're an AssocRICS Surveyor looking to become Chartered we have a dedicated programme and team to support you through your APC to become MRICS. Our Surveyors have all CPD covered with training, conferences, webinars and interactive sessions throughout the year.

We are committed to delivering a market leading service, with streamlined processes with clear and measurable targets for each aspect of our service. At Connells we have a 'Right First Time' philosophy and our proven track record of delivering the best quality service has given us a market leading position in the industry.



WHAT OUR PEOPLE SAY.

Ollie — MRICS Surveyor

Ollie joined Connells Survey & Valuation in 2022 as a Residential Building Surveyor, enrolling on to our cross training programme to enable him to undertake mortgage valuations and achieve his Valuer Registration Scheme qualification.

Ollie said, "Residential Valuation was an area that I had no previous experience in, but I received excellent training in the form of in-house, online and in-person seminars, shadowing in the field with excellent experienced mentors and CPD. I also receive continued support from colleagues and my Area Director.

I really enjoy my role as every day is different and I inspect multiple properties. You also never know what you're going to find on any given inspection. Building Pathology is my favourite aspect of surveying and it's great to have the opportunity to do what I love every day".

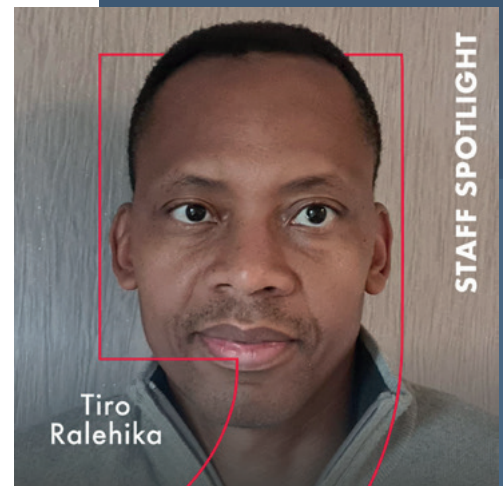
Tiro — Audit Surveyor

Tiro joined Connells Survey & Valuation as a Senior Surveyor in 2014 before moving to the Audit Team as an Audit Surveyor in 2023.

This important role sees him ensure compliance with established Connells Survey & Valuation company minimum standards, clients lending guidance and policies as well as RICS standards through auditing valuation reports and RICS Survey Reports.

As an Audit Surveyor, Tiro is part of a team that provides risk management and quality assurance to the business.

Tiro said "I really enjoy working for Connells Survey & Valuation because of the genuine career progression opportunities, performance based incentives and a supportive work environment".



WHAT OUR PEOPLE SAY.

Wanda – Surveyor Training Manager

Wanda joined Connells Survey & Valuation in 2020 as a Valuation Surveyor before progressing to the role of Training Manager in 2022, to help deliver our successful in-house Trainee Associate programme.

Wanda said “We’re a small team but a close one, and my colleagues are an absolute joy to work with. I help deliver training as well as acting as line manager to the trainees, preparing them to submit paperwork to the RICS and giving them the best foundation I can for their surveying careers.

It’s an absolute privilege to be part of that journey, which is life-changing for some of them and I love sharing the knowledge I’ve gained in my 15 years as a qualified surveyor. It’s an exciting time to be part of the team and I’m proud of the role I play within it”

Catherine – Senior Surveyor

After graduating from Liverpool John Moores University Catherine worked for Jones Lang LaSalle in their Mayfair office where she qualified as a Chartered Surveyor.

She joined Connells Survey & Valuation in 2013 as a Senior Surveyor and was promoted to Principal Surveyor a few years later.

Catherine said “I have always been fascinated by property, particularly architecture and historic buildings. Fortunately my role allows me to fulfil my passion in old and interesting buildings, particularly as I carry out quite a few building surveys which is part of the job I enjoy most. I like the variety that each day brings and the chance to meet different people too. I work with a great team of enthusiastic surveyors, all striving to do a good job and promote the core values of the business”.



TRAINEE ASSOCIATE PROGRAMME.

We're looking for candidates with a passion for residential property and surveying who are highly motivated, keen to progress and thrive in a setting that blends technical training with on-the-job work experience.

By combining classroom learning with regular assessment and practical experience shadowing surveyors, we aim to provide our Trainee AssocRICS Surveyors with the skills needed for a long and successful career as a Valuation Surveyor in a company where there are genuine opportunities for career progression.

Please note that you must meet one of the RICS's eligibility requirements before applying:

- 1 year of relevant experience and a relevant bachelor's degree
- 2 years of relevant experience and a relevant higher / advanced / foundation qualification
- 4 years of relevant experience (no qualifications required)

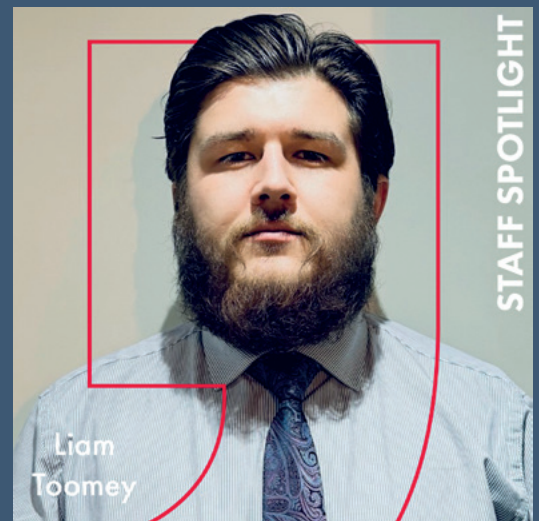
Relevant industry experience covers a wide variety of property based jobs, such as estate agency, property management, variety of surveying roles and many more, get in touch to check!

Liam Toomey — Started as a Trainee

"Joining Connells Survey & Valuation has been a fantastic experience filled with constant opportunities to progress and excel in the surveying field.

From starting training, to qualifying, I have felt genuinely valued as part of a close team and fully supported in all aspects whether personal or professional.

Both the training course and day to day life as a surveyor have exceeded all expectations set in the recruitment process and I look forward to a long career with Connells."



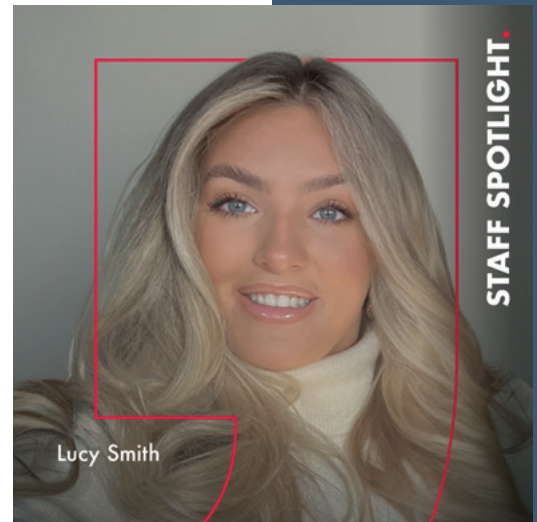
TRAINEE ASSOCIATE PROGRAMME.

Lucy Smith — Started as a Trainee

“After deciding on a change of career from estate agency in 2022, I joined Connells S&V as a Trainee Associate. From the get-go, the training programme was structured and clear, covering all bases.

Whether it was classroom training, field visits or even shadowing experienced surveyors, you certainly learn something new every day.

Post qualification, the support and guidance from my director, colleagues and training team could not be faulted. The detailed content of the training both before and after qualifying has enabled me to provide reports for various purposes and clients with confidence. The saying ‘you never stop learning’ has never felt so true!”



Ben Permalloo — Started as a Trainee

“I began the training programme in January 2020 and was fortunate enough to experience extensive classroom sessions led by one of the Technical Directors (FRICS). The training was engaging and comprehensive. The shadowing provided by the multiple mentors that I was fortunate to have was equally informative, bridging the gap between theoretical knowledge gained in the classroom and physical examples.

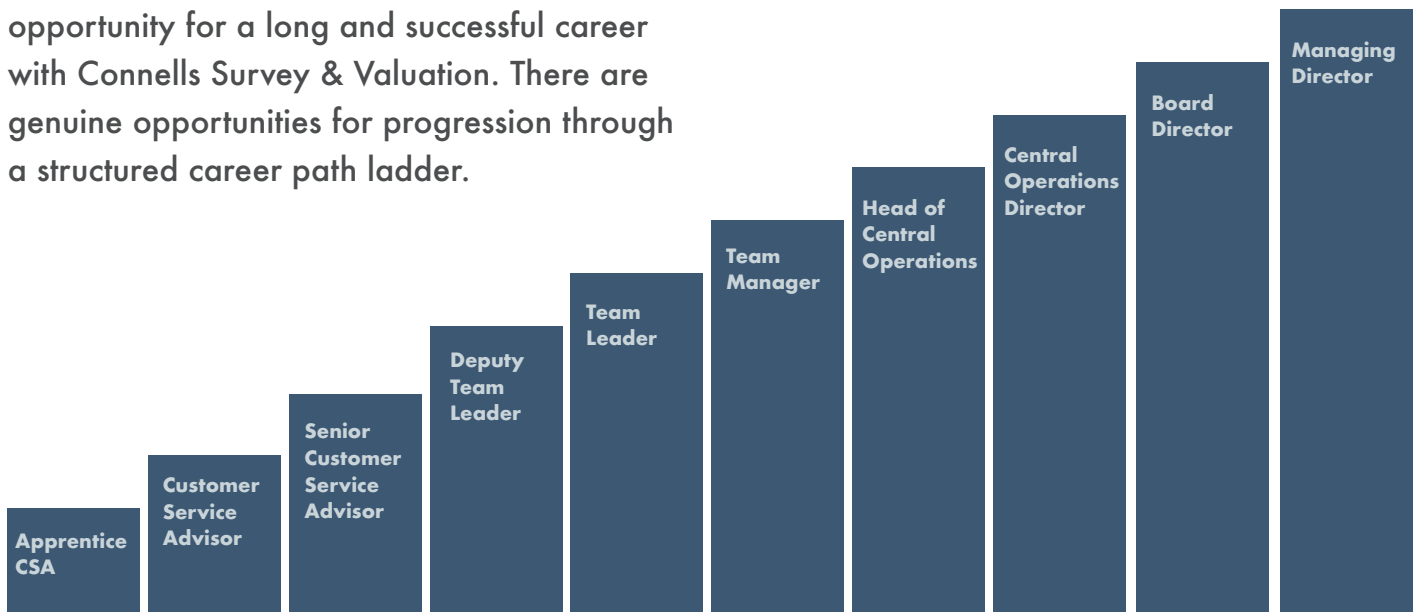
The support provided by the training managers whilst working on our submissions was sublime, they were always available to provide assistance, regardless of the hurdles posed by the COVID-19 lockdown. Following qualification in November 2020, of which 100% of my trainee cohort were successful, the post-qualification support continued through my mandates and onward stage.

My Area Director and shadowing mentors continued to be readily available to answer any queries regardless of how trivial they were. For a career in Residential Surveying, the Connells Survey & Valuation training programme is second to none. I have been with Connells S&V for over four and a half years, yet continue to enjoy it as much as my first day as a trainee. I am grateful to the business for providing me with the opportunity and look forward to continuing my career with Connells S&V.”



CUSTOMER SERVICE OPPORTUNITIES.

We are an equal opportunities employer, our Customer Service Advisors will have the opportunity for a long and successful career with Connells Survey & Valuation. There are genuine opportunities for progression through a structured career path ladder.



APPRENTICESHIP OPPORTUNITIES

Whether you are new in your career or an experienced Customer Service professional we can offer ongoing development with a Level 2 or 3 Customer Service qualification.

This is achieved through a mix of on-the-job learning, practical tasks and on-line learning. This will be supported by a dedicated Apprenticeship Mentor.

HEAD OFFICE OPPORTUNITIES

As well as careers in surveying and customer service, there are often opportunities within our various UK head office locations in different functions such as legal, finance, marketing and more. We operate tailored learning and development programmes ranging from in-house courses to obtaining professional qualifications which help our people be the best they can and enjoy a rewarding career with Connells Group.

WHAT OUR PEOPLE SAY.

Susan O'Dowd — Customer Service Advisor

"I started at Connells S&V in September 2009. Shortly after, I progressed to the Customer Care Team, where I am now a Customer Service Advisor.

My role is to report back to our lender clients (Banks and Building Societies) and also our private clients with any queries they may have on their Mortgage Valuations or Private Surveys. The queries are logged on our PVQ (Post-Valuation Query) system and sent to the relevant surveyors for a response.

I really enjoy working for S&V as the work is interesting, and you gain knowledge about property valuations and the various queries relating to the condition of the properties inspected. I feel I am part of a great team assisting in 'keeping the wheels of industry turning', relating to the housing market.

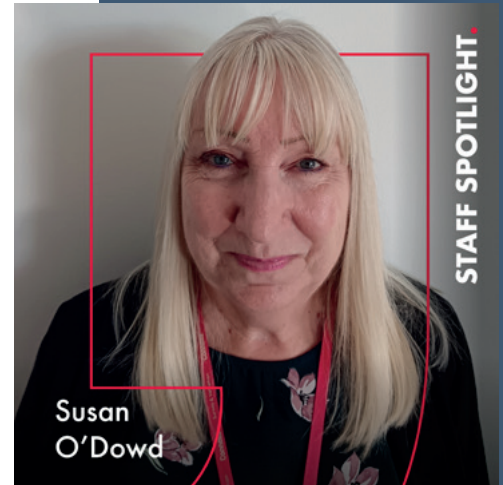
We have a very friendly working environment and the support and training available is exceptional. There is always scope to cross train on other teams, and progress to higher levels within the company."

Alison Dunne — Deputy Team Leader

"I started at Connells S&V in May 2021 as a Customer Service Advisor and progressed to Deputy Team Leader in 2023.

In my current role I support the Team Leaders as well as the booking services team. I assist in ensuring the client survey and valuation instructions are progressed within a pre-agreed time frame. I also help with the individual performance, monitoring the team to ensure service delivery is achieved to a high standard and help deliver any training that is needed.

What I enjoy the most about working in S&V is no day is the same, I work in a brilliant team, I have great support from my Team Leaders / Managers, I have some amazing people in my team and its lovely to have met them all. We are very much a team and I love the encouragement to grow and bring the best out of myself and the team."



GET IN TOUCH.

From our head office careers to our field based surveying roles including our Trainee Associate programme, as part of Connells Survey & Valuation – one of the UK's leading residential valuation and surveying firms – we offer plenty of opportunities for dynamic individuals looking to further their career.

If you would like to join a forward thinking business where progression comes as standard, then we would love to hear from you!

HEAD OF RECRUITMENT

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