

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**JOB DESCRIPTION**

JOB TITLE	Property Services Manager
SECTION	Property Services
POST NUMBER	FOS104

MAIN PURPOSE OF JOB

To be lead, manage, supervise and assist the Property Services Team and be responsible for providing valuation, property management, repairs and maintenance and agency services to the Authority under the general direction of the Assistant Director Property and Projects.

KEY AREAS

1. Undertake the role of Service Manager for the Property Services Team and participate in the corporate management of the Department.
 2. Giving professional advice to service departments on valuation and property matters and undertaking negotiations for the purchase and disposal of property.
 3. Develop and the implement the Council's Asset Management Plan, including managing the Council's Industrial Estates and other commercial property.
 4. Provision of valuation (including the annual programme of asset valuations), property management, repairs and maintenance and agency services. Management of staff and the workload of the Estates Team dealing with valuation, property management, and agency related issues.
 5. Further development of the Council's Asset Register and the section's computerized estate management system.
 6. Budget management for the Council's income generating property assets (not car parks) revenue income and repair and maintenance expenditure.
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MAIN DUTIES**a) Corporate**

1. Direct responsibility for the effective management and day to day operation of the Property Services section under the direction of the Assistant Director Property and Projects, including a number of direct line management reports. Ensure that regular team meetings take place and that associated documentation is completed. Contribute to the Service Management Meetings held by your Assistant Director.
2. Assistance to your Assistant Director in terms of service planning and budget management, including contributing to the development and implementation of policies and strategies to optimise service delivery and identifying opportunities to implement efficiencies in order to maximise budget savings.
3. Under the direction of your Assistant Director, to implement Council policy to achieve a high quality service, within available resources, and consistent with Council strategies and policies.
4. Produce an annual service plan for the Property Services team highlighting the key objectives that your service will work on over the coming year and how these will be delivered. Under the direction of your Assistant Director, contribute to the development of an annual directorate plan which highlights higher priority objectives that are either of significant importance to the Council or cut across more than one service/team.

5. Maintain a performance culture in the Property Services section, focusing on the delivery of high quality services and empowering staff by effective target setting linked to the annual directorate and service plan. Ensure that the Council's performance management scheme is fully implemented and assist your Assistant Director with monthly performance monitoring and related service improvement initiatives.
6. Work with your Assistant Director to lead, motivate and develop staff in the Property Services section, encouraging teamwork, flexibility, good communications and effective employee development.
7. Provide advice to Management Team and Elected Members as required.
8. Lead/contribute to effective joint working/corporate activities as required.
9. Promote equal opportunities policies as an employer and service provider and adhere to the Council's requirements regarding equalities.
10. Ensure that Health and Safety matters are fully complied with in the Property Services team, taking into account the Council's Health and Safety Policy.
11. Ensure that business continuity plans are maintained for the service, and participate in business continuity response teams as appropriate.
12. Ensure that any information collected, recorded, analysed or reported whilst undertaking the duties of this post is reliable, accurate, timely and in accordance with the principles of the Council's data quality strategy.
13. Ensure that the Council's sickness absence policy, flexible working scheme, disciplinary procedure and other corporate policies are adhered to within the Property Services team.
14. Adhere to the Council's Contract Standing Orders and Financial Regulations, ensuring procedures are followed consistently and with the highest standards of integrity. Ensure procurement processes clearly define the Council's requirement and that effective contract management techniques are used to ensure the Council achieves the best possible outcomes from external contracts.

b) Service Specific

1. Direct responsibility for the effective management and day to day operation of the Property Services Team, including:
 - Development of the Council's Asset Management Plan and Property Policy Documents
 - Property Reviews – and advising the Assistant Director, the Council's Senior Management Team, and Elected Members.
 - Development of the Council's Acquisition & Disposals Programme
 - Effectively execute property acquisitions and disposals as necessary
 - Ensure effective management and maximise returns from the Council's commercial property portfolio
 - Identify opportunities for the acquisition of investment property to contribute positively to the Council's revenue budget
 - Set up and monitor property performance indicators and undertake benchmarking insofar as they relate to property management and valuation services.
 - As directed by the Assistant Director, engage with relevant project teams to provide property related advice and guidance
 - Development of an appropriate Asset Register and Estates Management system
2. To provide advice to the Council and its Committees/Panels and to other departments on matters relating to the valuation and management issues as required for the Council's land and property holdings.
3. The management of the Council's commercial property portfolio including:
 - The advertising and letting of industrial units
 - Rent reviews, lease renewals, service charges and schedules of condition/dilapidation
 - Landscaping and maintenance
 - Factory refurbishment

- The sale or disposal on lease of industrial land
4. The management of other commercial property including:
 - Major ground lease in King's Lynn town centre
 - The Council's retail units
 - Seafront lettings at Hunstanton, Heacham, etc, including but not exclusively: kiosk sites, retail units, caravan parks, leisure assets etc
 5. Direct management of, or the provision of professional property related services for, King's Court, the Council's main administrative building.

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PERSONAL SPECIFICATION

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CRITERIA FOR SUCCESSFUL PERFORMANCE IN THE JOB

- Knowledge**
- MRICS qualified with 5 years post qualification (essential)
 - Previous experience of managing a team
 - A management qualification, to NVQ level 5 (or equivalent) is desirable
 - Previous experience of managing a commercial property portfolio
 - Previous experience of acquiring investment property
 - Previous practical experience of facilities management particularly multi-occupied offices
 - Previous experience of working in local government would be advantageous
 - Possess working knowledge of procurement rules, and other statutory requirements for working in a local government environment
 - Previous experience of working with senior managers and elected members is desirable
 - Previous experience of managing projects and contractors
- Skills**
- Effective communication skills written & oral (essential)
 - Ability in gaining best value for the Council
 - Sound time management skills
 - The ability and confidence to delegate
 - Ability to effectively manage work priorities, balancing the conflicting demands of a large and varied workload
 - The ability to solve complex and diverse problems within property management
 - Ability to effectively manage work priorities, balancing the conflicting demands of a large and varied workload and major one-off projects
 - The ability to work within the context of a local government organisation
 - The ability to give presentations to diverse audiences
- Attributes**
- The ability to work effectively on own initiative
 - A responsive, constructive and flexible attitude towards working arrangements.
 - Application of professional expertise having regard to corporate policies.
 - The ability to operate within legislative requirements and Council policy, Contract Standing Orders and having regard to current market conditions
 - The ability to lead and maximize the output of a team
 - The commitment to the provision of a quality service to clients.