

Job Description

Service:	Finance & Governance Services Directorate
Job title:	Estates Manager
Grade:	H
Hours of work:	30 or 37 hours per week
Responsible to:	Head of Property & Facilities
Responsible for	
Direct reports:	2
Indirect reports:	0
Budget:	Designated capital programme projects and respective revenue budgets

Purpose of Post:

To actively and strategically manage the Council's property estate, including Investment (non-operational) and Operational property with the purpose of:

- Ensuring that properties are appropriately maintained by the Council or their tenants;
- Ensuring that space is used efficiently and occupied to the optimum level;
- Ensuring that the estate is compliant with all statutory and local regulations including Health and Safety matters;
- Ensuring that, where the estate generates income, this is received, and where possible maximised to provide a reliable source of revenue to support Council services;
- Ensuring lease compliance and that value for money is achieved;
- Ensuring that appropriate regard is had to sustainability, social value and environmental considerations;
- Working collaboratively with the wider Property Services team and other Service teams in a business partnering model to deliver appropriate property solutions to address service issues.
- Acquiring and disposing of property assets, as required, within the Council's operational and investment estate;
- Delivering Asset Plan objectives and demonstrating progress through annual updates and reviews.
- Assisting the Asset Manager, as required, to develop a medium to long term asset management plan that promotes active management of the Council's land and buildings to ensure their effective and efficient use and that they continue to meet the Council's corporate objectives.

The post holder will meet the needs and requirements of a multi-faceted, highly political district council; one that has a strong vision and values and is on a delivery pathway of continuous improvement.

The service includes direct and indirect property related services for a broad portfolio incorporating:

- Commercial Investment Estate valued at £55m, comprising a diverse commercial property portfolio
- Operational and legacy investment Estate valued at £59m, which includes Civic and Service offices, depot, Industrial and retail property, ad-hoc buildings, open space, leisure property

The post holder will operate in an agile working environment and will be expected to deploy services in a way that supports a balanced approach in delivery of their own priorities, service and corporate priorities. Where any activity is not meeting relevant priorities, the post holder will be expected to support as required to bring the activity back to the optimum.

Key Deliverables:

- Ensure landlord, tenant and building compliance and advise on portfolio opportunities.
- Following relevant delegated processes conduct and authorise lease renewals and rent reviews, landlord service charge and insurance payments.
- Lead on the property inspections programme and submit reports on compliance with tenant/landlord specifications.
- Manage tenant income and service charge budgets; complete reconciliations and follow-up on tenant non-payment.
- Ensure that Council property assets are maintained to appropriate standards;
- In partnership with other teams both within and outside of the Property Management service, negotiate and complete agreements, e.g. car parking licences, storage accommodation, community facilities, and wayleave agreements with a broad range of customers.
- Manage common area service charges and building management.
- Effectively use relevant professionals to
 - Achieve a cost effective delivery of service and an increase in property income.
 - Ensure that the service delivers sound advice in respect of property related matters and supports the broader delivery of Council projects.
 - Obtain specialist advice in respect of property and wider environmental, sustainability and green issues.
- To be an inspirational Manager, encouraging, developing and mentoring more junior members of the Property team;
- Ensure that the accurate and up to date records are maintained;
- Lead on the Management of Asset condition assessments, with input from building surveying, and incorporate findings into the asset management planning process.
- Manage estates capital projects and performance reporting to ensure progress to plan and completion within budget
- In partnership with other teams both within and outside of the Property Management service, lead on respective negotiations as and when required.
- Build strong relationships with key stakeholders within the Council and it's partners and be recognized as expert in managing asset performance
- Have a strong external property network, use external professional advisors as necessary for cost effective delivery of the service within budget and an increase in property income and provide market updates and benchmark performance within the wider market.
- Ensure that the service delivers sound advice in respect of property related matters and supports the broader delivery of Council projects.
- In collaboration with the Asset manager to provide monthly performance reports to demonstrate progress in key work areas and benchmark performance data on voids, lettings, income generation, arrears and payment stats


- Ensure that all contracts have value for money, sustainability, social value and environmental considerations at their core.
- Provide resilience and flexibility within the Property Services team to ensure a “One team” approach to all property matters and delivery of overall team priorities in collaboration with the Asset Manager and other members of the Property and Facilities teams
- Project manage or oversee capital property projects as required e.g. compliance etc ensuring accurate and timely monthly reporting on progress and performance against target outcomes.
- Work collaboratively and provide professional input to other services to deliver mutual outcomes such as disposal of assets, development and re-purposing of assets and regeneration of assets to promote the growth ambitions within the Corporate Plan.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> • Educated to degree level in estates management or similar property discipline • Chartered Surveyor MRICS/FRICS • Management training and /or qualification is desirable • Project management training and/or qualification is desirable • A strong working knowledge of ICT is essential - on property/FM databases and financial management systems. • Strong understanding of key aspects of Commercial Landlord and Tenant and property legislation. • Expertise in commercial property asset management, including portfolio performance appraisal, property investment appraisal and investment transactions. • Deep understanding and knowledge of external property markets and influences and wider property projects such as development, alternative uses etc. • Full driving licence • Understanding of the work and the public sector environment, the varied customers and the range of their needs. Reflecting on this and supporting the delivery of services that aims to better the public good.
<p>Experience</p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> • Significant post-qualification Estates Management experience working on a diverse portfolio from either a public or private sector environment but must have a working knowledge of the principles and legislation around managing a public sector estate of Operational and Investment properties. • Understanding of the work and the public sector environment, the varied customers and the range of their needs. Reflecting on this and supporting the delivery of services that aims to better the public good. • Direct experience of being accountable for and managing a complex, diverse and high-profile caseload in a commercial and political environment. • Strong record of delivering property and technical transactions and innovative solutions to deliver maximum value –

	<p>lettings, rent reviews/lease renewals and other lease and property transactions.</p> <ul style="list-style-type: none"> • Demonstrable experience of developing and implementing highly effective processes and management of information. • Experience of managing a range of diverse stakeholders, adapting and presenting cases in a manner appropriate to the audience. • Experienced in leading, managing a professional team to deliver successful and measurable outcomes. • Experience of collaborative working across individuals and teams to deliver mutually successful outcomes
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> • Ability to plan and prioritise short, medium and long- term workload and projects to meet a range of targets and deadlines (contractual, budgetary control etc.) • Highly developed and credible interpersonal skills with a collaborative approach and the ability to influence staff, partners, senior management and relevant organisations at all levels, gaining agreement through respectful persuasion to ideas, proposals and courses of action. • Excellent written and verbal communication and presentational skills to convey complex information accurately to the appropriate audience • Established negotiation skills to deliver successful outcomes in contract, transactions and other negotiations, calling on a variety of approaches to negotiation as appropriate to the individual case. • Ability to work under pressure, staying calm and maintain focus and work effectively in a pressurized situation, able to assimilate detailed information quickly and make reasoned judgements. • Ensure that the council's processes of continuous improvement are at the core of service delivery, promoting other services to achieve the same. • Ability to develop succinct plans, policies, standards and procedures. Monitoring their

	<p>implementation and effectiveness and preparing reports and recommendations, including reviewing and providing feedback on plans prepared by others</p> <ul style="list-style-type: none"> • To inspire team member and others through deploying a range of estate management skills, negotiations and interpersonal skills demonstrating that the estate is being run to maximum efficiency and effectiveness. • Readily accept responsibility and accountability for delivery of estates actions and able to re-assess, re-prioritise and re-direct as required to ensure that the council maintains a medium to long-term sustainable estate.
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • The post holder will be responsible for the development, maintenance and regular reporting on performance of the Asset Management Plan in conjunction with the Strategic Property Manager, Estates Manager and others. Ensuring supporting documentation and records are maintained and auditable and ensuring that the plan take full account of legislative procedures, national guidance, best practice, and organisational learning. • To be accountable for the day to day management of the Council's estate, ensuring that it is cost effectively managed, compliant, transparent and utilized to demonstrate maximum value and optimum operational use to the Council, customers and partners. • To make recommendations for approval of transactions to senior leaders and portfolio holders within delegated authorities, providing appropriately balanced and reasoned views and advice. • To lead on the development of a culture of good public state, effectively managed for the benefit of the community. • Working collaboratively with team members and wider to identify opportunities for the better utilization of council property and resources, this can be maximizing use,

	disposal, further acquisition and increasing rentals returns.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	<ul style="list-style-type: none"> • Extensive interaction on all manner of property matters with a wide range of internal and external customers, within the Council, partner organization, the public and external commercial parties. Confident in dealing at all levels from enquiries from the public to senior leadership and portfolio holders. • Working collaboratively and using skills and knowledge within a wide network to build working relationships that deliver effective and efficient management of the estate and proactively support the Council in the achievement of its core values and environment of continuous improvement. • Internal customer contact 35% • External customer contact 65%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	<ul style="list-style-type: none"> • Prepared to work outside of core hours, as required, including attendance at occasional meetings. • Ability to work alone when necessary including undertaking property inspections. • Mobile and able to travel to sites both locally and nationally • Leading by example, the drive to see complex transactions to a conclusion, balancing the big picture with close attention to detail and recognizing and mitigating the risks. • Empathetic, able to commercially negotiate and participate, owning problems and seeking mutually agreeable solutions within challenging contractual environments. • A problem solver, eager to succeed, find solutions and achieve success and results. Supportive of other's issues and frustrations. • Takes personal responsibility for issues directly affecting themselves and their team – but also applying such personal responsibility to dealing with wider issues affecting the council, making their best endeavours to ensure that any problems

	<p>are overcome, even if they are not in their direct area of responsibility.</p> <ul style="list-style-type: none"> • Understanding of the differences of others, adapting behaviours appropriately and proactive to achieving successful solutions for all
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.