

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Service Manager – Estates & Valuation	<b>Grade:</b>	SMG1
<b>Reports to (Designation):</b>	Service Group Manager Property Asset Strategy and Estates	<b>Grade:</b>	SMG3
<b>Directorate:</b>	Resources and Regeneration	<b>Section:</b>	Regeneration & Place

#### **Main purpose of the job:**

To provide strategic leadership, direction and management of the Estates team in the provision of a comprehensive Valuation and Estate Management service ensuring that assets are efficiently and effectively utilised and fit for purpose in accordance with Council policies and best practice.

To effectively manage the Council's commercial estate, and CRPL, including landlord and tenant matters, property disposal, acquisition and management / maintenance of the Non Housing asset register.

To provide professional advice and guidance on the most efficient and effective use and management of the Council's Operational Estate liaising as required with asset managers providing services across the Council and externally.

As the Service Manager Estates you will:

1. Be responsible for professional advice and support in the service area to deliver in partnership with others the councils vision, values and ways of working.
2. Take overall responsibility for the planning and management of services, ensuring community and customer needs are identified and met.
3. Ensure the delivery of identified service objectives and continuous improvement of service targets.
4. Achieve results through the effective management and development of people.
5. Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.

#### **As the Estates Manager you will support the Service Group Manager to:**

Be responsible for the day to day management of the Estates Team effectively running the Council's commercial property portfolio, maximizing income through the rent roll and minimizing voids through the effective marketing of vacant commercial units.

Provide corporate advice on operational and strategic estates management issues, prepare and deliver strategies, policies and procedures based on best practise covering London-wide and cross borough proposals.

Use your professional knowledge and experience to identify innovative proposals for estates management and use of the Council's assets in support of corporate initiatives.

Ensure that all property transactions comply with all statutory and professional standards and represent Best Consideration for the Council.

Work with service departments, partners, project owners, project teams and Consultants to deliver specific estates projects.

Support the Service Group Managers with the continual review of the estates portfolio in order to identify under utilised and / or under-performing assets and, therefore, meet clear business, financial and operational targets.

Ensure that appropriate systems are in place to ensure financial probity and to keep accurate records and provide management and monitoring information.

Ensure that corporate reporting with regard to agreed KPI's is carried out systematically.

Responsible for managing, developing and maintaining the Council's Non Housing Asset Register working directly with all the Council's various asset managers to achieve this.

Lead on ensuring that all properties are let, acquired and disposed of in accordance with Council policies and liaise with other Departments as necessary to achieve this.

Responsible for the effective management, planning and monitoring of large and complex budgets associated with the Commercial Estate portfolio and CRPL.

All employees are required to;

- Participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- Carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Treat all information acquired through employment, both formally and informally, in strict confidence.

Contacts will include:

**Internal Contacts:** These include Chief Officers, Elected Members, other Councillors, senior staff in other Directorates, members of the key governance boards and working groups.

**External Contacts:** This may include Public Sector; Chief Executives and Chief Officers/ senior staff of local authorities and other public sector organisations (e.g. GLA), senior central government staff, MP's, Trade Union

officials, members of the public, local interest groups and voluntary sector organisations, strategic partners and stakeholders, District Auditor and District Valuer.

**Private Sector;** Chief Executives and senior staff of private sector organisations, consultants/consultancies, Council's commercial lessees, developers, strategic partners and stakeholders, contractors and suppliers, Professional bodies.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

Number of fully managed staff: 2

Title: Senior Estates Surveyor	Grade PO7	No of posts 2
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Title: Graduate	Grade SC6 – PO3	No of posts 1
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Number of partially managed staff: 3

Title: Estates Surveyor	Grade PO5	No of posts 2
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Title: Junior Estates Surveyor	Grade PO1	No of posts 1
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Plus External consultants and contractors 2-4

## ONDON BOROUGH OF LEWISHAM

### PERSON SPECIFICATION

<b>Designation:</b>	Service Manager, Estates & Valuation	<b>Grade:</b>	SMG1
<b>Reports to (Designation):</b>	Service Group Manager, Property Asset Strategy and Estates	<b>Grade:</b>	SGM3
<b>Directorate:</b>	Resources and Regeneration	<b>Section:</b>	Regeneration & Place

**S:** criteria for shortlisting

<b>Equal Opportunities</b>	Commitment to implement the Council's Equal Opportunities Policies Awareness of equalities issues	<b>S</b>
<b>Knowledge</b>	Excellent knowledge of best practice in aspects of valuation and estates management gained from experience within a similarly complex, challenging environment.	<b>S</b>
	Excellent knowledge of the built environment, and related property investment and planning issues.	<b>S</b>
	A good working knowledge of the political interface of a local authority and the role and needs of elected members.	<b>S</b>
	A good working knowledge of the issues facing the management of a public sector organisation in today's environment.	<b>S</b>
	Excellent knowledge of the principles of financial management and budgetary control.	<b>S</b>
	A good working knowledge of procurement practices and procedures within the public sector.	<b>S</b>
	An excellent working knowledge of Health & Safety legislation and its implications within the public sector Estates.	<b>S</b>
	A robust and up to date knowledge of issues relating to property investment and planning.	

<b>Aptitude</b>	<p>Ability to interpret, model and articulate a strong strategic vision for service quality and continuous improvement.</p> <p>Ability to establish effective and productive working relationships with elected Members and other key stakeholders.</p> <p>Ability to both manage and support while maintaining high levels of accountability throughout the organisation.</p> <p>Ability to understand complex property issues and present them to a range of groups including staff, external partners, stakeholders and elected Members.</p>	
<b>Skills</b>	<p>Able to understand complex property issues and present them to a range of groups including staff, external partners, stakeholders and elected Members.</p> <p>Strong leadership skills, including the ability to both lead and support while maintaining high levels of accountability throughout the organisation.</p> <p>A confident, commercially focused, strategic thinker, able to create innovative solutions and engage with and influence others.</p> <ul style="list-style-type: none"> <li>• Ambitious, driven and energetic.</li> <li>• Visible, approachable and accessible.</li> <li>• Resilient, determined and confident.</li> <li>• Outward Facing</li> </ul> <p>High levels of political sensitivity and integrity, recognising both formal and informal political scenarios within an organisation.</p> <p>Able to establish effective and productive working relationships with elected Members and other key stakeholders.</p> <p>Excellent communication skills, written and verbal</p> <p>Excellent presentational skills.</p> <p>Excellent negotiations skills.</p> <p>Strong Financial Management skills</p> <p>Be ICT literate to a good professional level.</p>	<p><b>S</b></p> <p><b>S</b></p>
<b>Circumstances</b>	<p>Able to attend evening meetings, work outside normal office times and beyond minimum hours as and when required to achieve deadlines.</p>	

<b>Experience</b>	Significant evidence of estate management experience within a complex and challenging environment with experience of managing large asset management related projects and programmes of work.	<b>S</b>
	Significant track record in measuring and reporting on the performance of investment portfolios.	<b>S</b>
	Demonstrable evidence of leading teams to deliver specified outcomes in high pressure and 'exposed' environments, including evidence where you have contributed towards their personal and collective development.	<b>S</b>
	Highly developed technical and market based knowledge and experience.	<b>S</b>
	Significant experience of successful budgetary management and control at departmental level and contributing to overall corporate effectiveness.	<b>S</b>
	Significant experience of having delivered effective performance measures and a performance culture that achieves objectives and drives up performance standards.	<b>S</b>
	Significant experience of developing and managing strategic partnerships that are focused on outcomes rather than process.	<b>S</b>
<b>General Education</b>	Membership of the Royal Institution of Chartered Surveyors,	
<b>Personal Qualities</b>	<p>A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, business partners and stakeholders.</p> <p>A willingness and desire to lead by example, achieve successful outcomes and to act firmly and decisively both corporately and collaboratively.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.</p> <p>Evidence of commitment to continuing professional development.</p>	
<b>Circumstances</b>	Able to attend evening meetings, work outside normal office hours and beyond minimum hours as and when required to achieve required outcomes.	

**DBS Disclosure Required?**    **No**

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**Basic**

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**Enhanced**

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(Tick as appropriate – guidance available from your HR Advisor)

### **Physical**

Generally candidates must meet the standard Lewisham requirements for the post

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.