

**ROLE DESCRIPTION**

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| **JOB TITLE** | **POST NUMBER** |
| Senior Asset Manager  | P1015  |
| **DIRECTORATE** | **LOCATION** |
| Governance and Corporate Services  | Hybrid Working andCouncil Offices, Hailsham |
| **GRADE** | **OTHER ALLOWANCES** |
| WDC8 | Essential Car User allowance  |
| **KEY WORKING RELATIONSHIPS** | **INTERNAL/EXTERNAL** |
| **JE Criteria G Relationships:** This factor takes account of the degree of people contact in the context of internal/external, the level and the nature. | **Internal:**Members, Chief Executive, Corporate Directors, Heads of Service, Major Projects Team, colleagues within the Assets & FM team, managers and colleagues within all Directorates.**External:**Members of the Public, Officers at all levels within County, Parish, Town & District Councils within East Sussex. Leisure centre operation staff, external suppliers, freeholders and leaseholders, property agents, property consultants, contractors and multi-disciplinary professional consultants. |
| **STATUTORY RESPONSIBILITIES/LEVEL OF ACCOUNTABILITY** |
| **JE Criteria D Accountability:** The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability | To support the Asset & FM Manager in delivering professional asset and estate management services in relation to the Councils property portfolio, ensuring their effective delivery in line with corporate strategy.To undertake all aspects of property management in relation to the Council’s commercial property portfolio involving rental values up to and in excess of £1.1 million including lettings, rent reviews, lease renewals, negotiation of licences, wayleaves and other land interests.To provide specialist support and advice and to undertake negotiations in connection with the acquisition and disposal of properties involving capital values up to £500k ensuring best value is achieved for the Council and in accordance with the strategic asset plan, investment strategy and other council strategies.To liaise as necessary directly with members of the Senior Leadership Team in respect of ongoing projects and to deal with Councillor enquiries and enquiries from members of the public efficiently and professionallyTo provide data, reports and analytics on the performance of the property portfolio as required.To assist the Asset & FM Manager in producing comprehensive property records for Asset Management purposes and in the management of the Councils Terrier system and ensuring records are accurate and up to date.Maintenance of the asset management system, ensure all land and property records are kept up to date and asset information stored on the system is accurate. Ensure that all activities are correctly recorded for timely diary reminders such as lease/licence expiries, rent reviews and service charge reviews. Financial, capital and revenue budget management including; rent and service charge assessments and reconciliations, overseeing the invoicing of tenants for rents and other sums due under leases.Ensure all legal and regulatory requirements are met in terms of property, assets, health and safety.To provide specialist support and advice in relation to the Assets Register, the development and implementation of other relevant strategies and plans and identify opportunities to enhance income and capital returns from the portfolio. |
| **ROLE OVERVIEW** |
| To provide a professional, efficient and customer focused asset management service in relation to the acquisition, management and disposal of the Councils £50 million plus operational & non-operational property portfolio in accordance with the Strategic Asset Plan and Investment Strategy. To support the delivery of wider Council strategic objectives relating to its property assets and to maximise income whilst delivering cost-effective services. To provide specialist advice in respect of the Councils projects and in relation to all the Councils property holdings. Adhere to Council’s Standing Orders, Financial Regulations and current Health & Safety best practice, legislation and policies. |
| **SERVICE OVERVIEW** |
| **Assets & FM Team**The Assets & FM team provides a broad property base of experience in all areas of Landlord & Tenant (Estates), Property information (Technical Support), Repairs & Maintenance (Building surveying), and Facilities Management (FM) which includes the responsibility for our car parks and public toilets, as well as Health & Safety and Project Management.The team are responsible for dealing with the day to day management of all operational and non-operational corporate land & property as well as all commercial properties owned by the Council, this includes the responsibility for ensuring all assets comply with statutory requirements, and are kept in good repair. The team are also the custodians of all information related to these properties.**Areas of Work**The various sections of the team have differing responsibilities that are all managed under the one team, these areas are:The Parking & Facilities Management section is responsible forGenerally* Management of the corporate cleaning contract
* Managing our corporate winter resilience contract
* Management of our Public Toilets & the Community toilet scheme

Facilities Management* The day to day management of Vicarage Lane offices including caretaking, security and access, fire alarms and evacuation procedures, cleaning, the Council’s desk and room booking systems, Councils corporate archive system and Health and Safety,
* The letting and set up of the Civic Community hall

Parking* Day to day management of 39 car parks throughout Wealden
* Issuing of approx. 2500 Excess Charge Notices p/a
* Dealing with appeals and complaints

Technical Support section is responsible for* Keeping information on 977 Individual Land Holdings composed of 318 General fund & 659 Housing fund assets
* Keeping details of 10 Closed Church Yards
* Land and lease details of 39 Public Car Parks
* Holding details for 2951 RTB Sale and 942 other sales and transfers

Estates section is responsible for* Property management of all commercial properties in Wealden including purchase/disposal/debt management/Rent Reviews/Lease negotiations/Marketing
* Managing all leases and licences including 91 leases
* Managing WDC Events in conjunction with the SAG and the Environmental Health Team.
* Negotiating Easements, Wayleaves and Covenants with Developers
* Managing all Land Holdings for WDC General Fund including Purchases/Disposal/Licences/ownership enquires

Building Surveying section is responsible for* All planned, reactive maintenance, statutory compliance and capital programme for all operational & non-operational assets.
* Managing term contracts including Building, External Works, Mechanical and Electrical
* Ensuring all commercial assets remain compliant
* Day to day maintenance requirements of all our commercial assets
* Implementation of Asset Projects.
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| **ROLE RESPONSIBILITIES**  |
| **JE Factors: C/D/E/F/H/J – Managerial & Supervisory Responsibility, Accountability, Independence of Action, Complexity and Direction, Pressure of Work**1. Undertake collaboratively the day to day operations of the Council’s commercial property portfolio including dealing with applications for consents under leases, such as licence to assign, licence to make alterations, variations and surrenders of leases and compiling/instructing building surveyors to prepare Schedules of Conditions and Dilapidations claims and instructing solicitors to serve them.
2. Be responsible for all aspects of negotiation on behalf of the Council as directed by the Asset & FM Manager or Head of Assets & Major Projects relating to land and property acquisitions, sales, leasing, licensing, rent review and lease renewal. Negotiate and agree terms for easements and rights over Council properties.
3. Let / organise the letting of premises to new tenants, including marketing, negotiating, and agreeing heads of terms, preparation of reports and instructing solicitors.
4. Work collaboratively with colleagues within the Waste, Assets and Crematorium Service and other departments and provide property advice for those project teams.
5. Identify opportunities and solutions and provide appraisals and other related reports for capital project and development sites and progress work required to enable sites to be sold or redeveloped, including participation in or coordination of project teams.
6. Oversee the Assets & FM Team staff as required to deliver effective day-to-day services management.
7. To calculate, co-ordinate and oversee Service Charge / utility accounts for tenants in accordance with lease terms
8. Organise / assist with challenges of the revaluation of the national non-domestic rates for the Council’s property portfolio
9. Procure and manage appropriate external consultants as required.
10. Assist with and/or procure valuations and assist with and/or undertake negotiations for the acquisition and disposal of land and property interests on behalf of the Council.
11. Assist with managing / manage the procurement of valuations of the Council’s property portfolio for fire insurance purposes.
12. Contribute to and assist with the development, implementation, and management of a corporate asset management plan.
13. Prepare reports and attend meetings of Council Committees, Cabinet, Council, Officer working Groups and other meetings with elected Members and fellow officers.
14. Provide the Council, other Service areas with property valuation and management advice to assist and inform service provision.
15. Appear as an expert witness or oversee and manage the appointment of expert witness in making submissions in the Courts, tribunals and other formal/quasi-judicial hearings and enquiries. Any necessary training to be provided.
16. Prepare evidence and written representations for submission to the Courts, Arbitrators and Experts in landlord and tenant disputes and other property matters.
17. Deputise for the Asset & FM Manager in their absence as required
18. To keep up to date with technological, legal, and professional practice developments in the field of general practice surveying/commercial property management.
19. To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council’s Data Protection Policies.
20. To abide by the Council’s Equal Opportunity Policy Statement which makes commitment to promote equal opportunities and race equality in Wealden.
21. Health and Safety – to work in accordance with the Council’s commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures.
22. Carry out such duties as may be required appropriate to the post.
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| **Special Conditions (as relevant to role) JE Factor K Working Environment**Essential Car User – current full driving licence and own transport, or, by agreement, suitable alternative arrangements.  |

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. You will be expected to be flexible to respond to change and organisational need.

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| **Additional Information**  |
| Standards of Conduct | You will be required to comply with the Council’s Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Council, Members, Colleagues and all those who have dealings with the Council, including customers and suppliers. To positively demonstrate the Wealden values yourself and to continue to build the culture of the Wealden values through the appointment, management, appraisal and development of staff (as well as third party providers). |
| Safeguarding | You will be required to be committed to safeguarding and promoting the welfare of children and adults with care and support needs and report any concerns that may arise in the course of your duties. |
| Health & Safety/Risk Management | Wealden District Council’s Health & Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co‑operate and comply with management instructions regarding H&S issues and report all accidents, incidents and problems to their supervisor, manager or other senior members of staff, in line with the H&S policies.You will need to be compliant with the Council’s risk management policies and procedures. These describe the Council’s commitment to risk management, the recognition that our aim is to protect colleagues and visitors from harm, and stress that all colleagues have a responsibility to minimise risk.  |
| Governance Standards | Comply with the relevant governance standards applicable to the Council as communicated to the post-holder from time to time.  |
| Data Protection | To comply with Council Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of staff and customer information.  |
| Confidentiality | Council colleagues are required to ensure that information about customers and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18). The Council’s Data Security and Protection policy ICT policies provide guidance on how this can be achieved.  |
| Communication | To encourage innovation and positive challenge through effective involvement, motivation and communication with Officers, Members, Partners and other Stakeholders, actively promoting the Council’s reputation and image as an employer of choice. |
| Digital/Records Management | To direct the identification, development and implementation of digital and other systems and procedures which are aligned to the Council’s Drive to Digital Strategy and are shaped to reflect our customers’ and stakeholders’ needs.To maintain Council customer and staff records (both paper and electronic) in accordance with Council policies.  |
| Freedom ofInformation | To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Council Freedom of Information procedures.  |
| Security | To comply with Council policies to ensure there is a safe and secure environment that protects Members, staff and visitors and their property, and the physical assets and the information of the organisation.  |
| Other duties | Participate in such non-routine duties as elections and Emergency Planning as directed by the Chief Executive to include, where appropriate, the setup of a Rest Centre. |
| Freedom to Speak Up(Whistleblowing) | You have responsibility for customer and staff welfare and should raise any concerns relating to a breach of Council policies and procedures with your manager or refer to HR for alternative options.  |
| Environmental Impact | You will ensure compliance with the Council’s environmental management policies and procedures. These describe the Council’s commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.  |
| Performance review | This Job Description will be used as a basis for individual performance review between you and your line manager. The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April and may develop to meet the changing needs of the service. You will need to take due account, in the way they achieve the key result areas, of Council policies and procedures.  |
| Equality and Diversity | To take responsibility and comply with the Council’s Equal Opportunities policy (which makes a commitment to promote equal opportunities and equality of all protected characteristics in Wealden), Officers’ Code of Conduct, Data Protection and other relevant policies, procedures and legislation, to ensure these are embedded and applied throughout the service in both service provision and employment issues. |

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| EVALUATION FACTOR GUIDE |
| **A – Education** You should identify the minimum requirements for the job for the job to be performed competently. |
| This factor relates to the level of education/formal training/qualification that indicate the "mental ability" required for the job to be performed competently. This does not necessarily mean that a specific jobholder has obtained the qualifications referred to (they may have acquired the knowledge by another route), nor that a specific jobholder has only the qualifications referred to. |
| **B - Proven Ability** This factor gauges the skills and aptitudes needed for the jobholder successfully to apply the mental ability assessed under Factor A so as to perform the job competently. |
| These attributes may have been gained through successful exposure to work of a similar type or order but may equally well have been acquired via some other route altogether. |
| **C - Managerial and Supervisory Responsibility** This takes account of the degree to which the job holder is expected to manage people and the requirement to perform or act in a specialist “advisory” capacity. |
| This factor examines managerial and staff responsibilities, with balance being struck between controlling a large number of staff carrying out routine tasks and a small team carrying out complex assignments requiring professional skills. It may also include staff without a formal management responsibility but who delegate some work to more junior staff. |
| **D - Accountability** The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability. |
| This factor examines accountability for operations, equipment, procedures and projects, some of which may not carry managerial or staff responsibilities. The level of responsibility is related to the impact of the job on end results and the consequence of errors. |
| **E - Independence of Action** This factor takes account of the freedom to act, the extent to which procedures are followed and the involvement/input into the formulation of strategy. |
| This factor examines the extent to which initiative can be used and decisions taken by job-holders. In essence, this covers freedom to operate. |
| **F - Complexity** This factor relates to the spread and types of different skills/activities involved in the job and considers the depth and degree of complexity required versus the routine nature of the job. |
| This factor examines the variety and diversity of tasks and challenges faced by the job-holder linked to the range of skills required. |
| **G - Relationships** This factor takes account of the degree of people contact in the context of internal/external, the level and the nature. |
| This factor examines the extent to which the work involves contact with people inside and outside the organisation, the level and importance of these contacts and the impact of the results of the relationship on the reputation and performance of the organisation. |
| **H - Direction** This factor assesses how the work is generated and the frequency of checking/review against progress. |
| This factor is akin to independence. It is, in fact, the opposite of independence and examines the constraints that are in place to act as a check on jobs. |
| **J - Pressure of Work** This factor relates to the mental and physical pressure. It is important to recognise that work volume is not considered within this factor. |
| This factor examines the mental and physical stress inherent in jobs. |
| **K - Working Environment** This factor takes account of the working conditions normally encountered when carrying out the job. A consistent assessment should be considered for discrete groups of employees. |
| This factor examines the physical environment within which jobs operate together with other physical factors, such as mileage, overseas travel etc. |

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| **PERSON SPECIFICATION** |

| **CRITERIA** | **ATTRIBUTES** | **ESSENTIAL**  | **DESIRABLE** |
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| **Experience** | Proven significant commercial property management experience | ✓ |  |
| Working as part of cross disciplinary teams to deliver projects | ✓ |  |
|  | Demonstrable experience of effective team working | ✓ |  |
|  | Able to demonstrate experience of instructing and leading external consultants and project teams. | ✓ |  |
|  | Understanding of how Local Authorities work/experience of working with Councillors |  | ✓ |
|  | Demonstrable Project Management Experience. |  | ✓ |
| **Qualifications/****Education****JE Factor A** | Professional member of the RICS  | ✓ |  |
| Educated to RICS accredited degree level or equivalent in an appropriate discipline. | ✓ |  |
| Registered Valuer |  | ✓ |
| **Knowledge** | Property Management | ✓ |  |
| Landlord and Tenant Law | ✓ |  |
| Valuation | ✓ |  |
| Best Value Principles | ✓ |  |
| Property Database knowledge | ✓ |  |
| Asset Management Planning |  | ✓ |
| Involvement in preparation and implementation of Property Strategy  |  | ✓ |
| Property Performance Indicators |  | ✓ |
| **Skills and aptitudes****JE Factor B** | Proactive and innovative approach with ability to work on own initiative within pre-set boundaries | ✓ |  |
| Ability to prioritise own workload and work to tight deadlines within available resources to achieve targets | ✓ |  |
| Ability to prepare and present clear and concise reports on complex issues for Senior Members and Officers | ✓ |  |
| Excellent negotiation skills | ✓ |  |
| Strong written and verbal communication skills | ✓ |  |
| Numerate | ✓ |  |
| Experience in supervising and assisting other surveyors |  | ✓ |
| Budget / Financial Management |  | ✓ |
| Experience of working with Asset Management Systems | ✓ |  |
| **Personal attributes** | Positive approach to work | ✓ |  |
| Flexible and adaptable | ✓ |  |
| Reliable | ✓ |  |
| Ability to work as part of a small team and be supportive to colleagues | ✓ |  |
| Conscientious and professional | ✓ |  |
| **General Circumstances** | Possession of a current clean driving licence to travel across Wealden by car to remote sites (and sometimes beyond) in order to fulfil the requirements of the role. | ✓ |  |

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| **PERSONAL VALUES & BEHAVIOURS** |
| **General Competencies** |
| **Agile****Embracing & supporting change** | **Caring****Well being** |
| * Responds positively to change and has a ‘can do’ outlook
* Constantly looking to improve what we do
* Keeps up to date with job knowledge and undertakes learning and development
* Learns from others and help other people learn
 | * Looking after each other’s wellbeing
* Bringing a friendly, positive approach to work
* Delivering the best possible outcome focussed service to our customers
* Responds to customers positively, promptly and with courtesy
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| **High Performing****Performance focus** | **Together****Team working & effective** |
| * Committed to the work of our teams and of the Council
* Carries out work with quality and accuracy
* Focused on the clear goals we need to achieve
* Making efficient and effective use of resources
* Constantly striving to delivery best possible ‘value for money’
 | * Actively building good working relationships within and across teams where appropriate
* Offers help and co-operates with others to get the job done
* Ensuring everyone knows what they need to know and hear it from the right source
* Being open and transparent about what we are doing
* Committed to two-way communication
* Reflects and promotes Wealden’s culture and values
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