

 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			710479
<b>Job Title</b>	Property Services Manager		
<b>Service</b>	Commercial Property Resources & Assets Directorate	Team	Property Management
<b>Location</b>	Civic Offices, Wokingham / SMART Working		
<b>Reports to</b>	Head of Property Management		
<b>Responsible for</b>	Direct line management responsibility for 6. members of staff		
<b>Grade</b>	<b>Type of position:</b>		<b>Date</b>
G11	Permanent  Full time		July 2025
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.			
<b><u>Service Purpose</u></b>			
The purpose of the Commercial Property service is to professionally manage the Council’s property assets, ensuring we have a fit-for-purpose portfolio which meets the Council’s strategic objectives and service & customer needs and delivers Value for Money.			
The key objectives of the Service are:			
<div>1. To be the central corporate resource responsible for the management of all Council property assets, utilising the Corporate Landlord Model</div> <div>2. To manage and develop a multi-functional portfolio of assets which meets our statutory landlord obligations and statutory service needs and strategic outcomes, including working towards carbon neutrality</div> <div>3. Ensuring the property portfolio achieves Value for Money, by generating a positive financial return and/or by reducing the financial burden of maintaining the property portfolio</div> <div>4. Ensure the service has the key skills and resources, including data intelligence, to meet identified needs</div>			

### **Purpose of the role**

The Property Services Manager is responsible for the management and delivery of the hard facilities property management service to ensure the safe and effective operation of the Council's corporate property portfolio including, planned programme of capital investment, reacting to urgent maintenance requests and ensuring compliance with statutory Health & Safety requirements. The role also manages the Council's Utilities Portfolio (Electricity Gas, Water and Oil), in relation to Council-owned properties and works with others, to develop and deliver sustainability and carbon reduction initiatives and projects across the Council's property portfolio, in line with the Council's Asset Management Plan and Climate Emergency Action Plan.

The Property Services Manager leads and manages a team of Property Services specialists (mechanical and electrical, structural, utilities and technical support) to deliver this service.

### **Main Accountabilities**

1	Manage the hard facilities property management service to ensure the safe and effective operation of the Council's corporate property portfolio including reacting to urgent maintenance requests and ensuring compliance with statutory Health & Safety requirements.
2	Lead and manage a team of Property Services specialists (mechanical and electrical, structural, utilities and technical support) to deliver the Council's hard facilities property management service, ensuring that service meet the requirements of the organisation, service users and customers, ensure the expected level of performance is clearly understood and undertaken; monitoring outcomes and project delivery while supporting personal and professional development
3	Lead and manage the programme of planned minor capital investment in corporate Council properties, maintained schools and properties that subscribe to the Traded Service
4	Lead and manage the programme of property condition surveys for the corporate property portfolio and utilise these surveys to develop the annual programme of planned property investment
5	Manage the Property Services team in response to reactive property maintenance requests and issues, ensuring a professional and timely response to issues and the undertaking of works to a high-quality and in line with all legislative requirements
6	Work with the Head of Property Management to ensure the provision of a Health & Safety compliant service across corporate council properties by establishing and maintaining corporate property compliance with internal and external (legislative) requirements, including all works related to property health & safety compliance i.e. Electrical, Mechanical, Asbestos, Fire, Gas, Oil and Water (Legionella).
7	Ensure the effective management of the Council's Energy Portfolio (Electricity Gas, Water and Oil), in relation to Council-owned properties, in line with all relevant energy and environmental regulations and corporate objectives
8	Work with the Head of Property Management in the development and delivery of a programme for sustainability and carbon reduction initiatives and projects across the Council's property portfolio, to ensure compliance with legislative requirements and the Council's Asset Management Plan and Climate Emergency Action Plan

9	Lead and manage the identification, feasibility testing and viability appraisals and delivery of proposals for renewable energy infrastructure and carbon offsetting projects, including large-scale renewable energy infrastructure projects (including solar farms), refurbishment and upgrade projects, to deliver the best financial return and environmental benefit.
10	Ensure the effective development, management and maintenance of a comprehensive property records systems using Civica Property Management and Esri and Epims
11	Undertake sound financial management to; plan, set, monitor, and manage revenue budgets and small Capital works within the corporate estate.
12	Oversee the procurement and management of external consultants and contractors to ensure an effective Hard FM service for service and term contracts, reactive repairs, statutory servicing and planned project work
13	Manage the Traded Services contract for Academy and Maintained Schools.
14	Working with the Corporate Facilities Manager, provide advice to Building Managers to ensure the council's health & safety, statutory servicing and compliance standards are being followed correctly.
15	Act as the local authority's principal representative providing a professional service when visiting all corporate buildings and schools and providing guidance and technical advice to staff and management, Head teachers and Business Managers on building related compliance issues including asbestos and fire legislation.
16	Provide emergency support/advise and response to all Corporate sites (including out-of-hours as required), which includes on site communications and resolution to resolve issues
17	Maintain knowledge to a level that enables the professional leadership of the service, advising and supporting customers through disseminating knowledge as well as developing and updating policies.
18	Utilise best practice, customer feedback and service performance to lead continuous improvement of processes and procedures that support service delivery.
<b>Supervision Received</b>	Line management and supervision given by Head of Property Management
<b>Supervision Given</b>	Line management responsibility for 6 officers ( Property Services specialists (mechanical and electrical, structural, utilities and technical support)
<b>Contacts &amp; Working Relationships</b>	<p>Procurement and management of service and term contracts for Hard Facilities Management services</p> <p>Key role in establishing and managing the Corporate Landlord Model, including internal negotiations and workings with services.</p> <p>Daily communication with Property Managers</p>
<b>Management of resources or budget</b>	Budget management of up to circa £2,000,0000 per annum of contracts and work

**Special Factors**

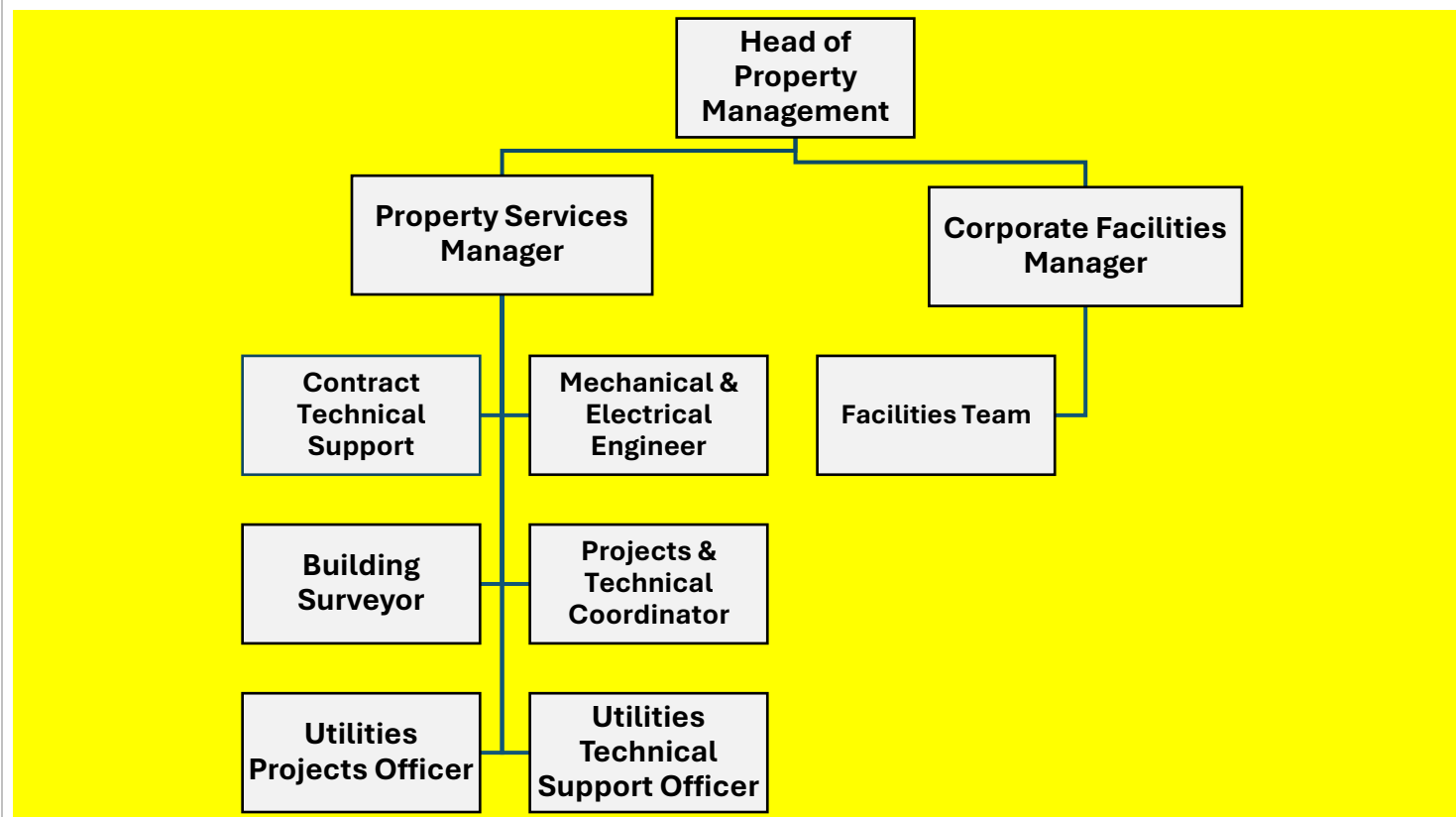
Politically Restricted

Must have ability to undertake site visits to corporate offices and buildings in a range of locations across the Borough, as required.

Must have the ability to attend sites within Wokingham Borough on a reactive basis (within 4 hours of a call-out) and attend sites as projects require. The post holder could work from home/remotely or in the Council's offices in Wokingham when not required to be on-site.

Out-of-hours requirement to assist in coordinating out-of-hour emergencies in conjunction with the Head of Service as part of the standard Emergency Planning procedures for the council.

**Organisation Chart**



**Person Specification**

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	Degree-level, equivalent relevant professional qualifications or expertise	
	Membership of, or working towards, a suitable professional body e.g. CIOB/ BIFM/ RICS/ CIBSE	Sound knowledge of facilities management issues, legislation and best practice
	Sound knowledge of health and safety issues, legislation and best practice	
	Evidence of continuous personal and professional development	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
	Asbestos Management - P405 Management of Asbestos	
	Fire Risk Assessment - NEBOSH or equivalent	
	Legionella Management - City & Guild or similar approved	
	Understanding of Gas & Electrical regulations (City & Guild or regular CPD training)	
	Understanding of LOLER and Lift regulations (City & Guild or regular CPD training)	

	Understanding of the CDM regulations (City & Guild or regular CPD training)	
	Understanding Building Services and HVAC systems and controls (City & Guild or regular CPD training)	
	Understanding of renewable/sustainable energy and technologies,	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
	A comprehensive knowledge of building construction, procurement, and term contract management together with a working knowledge of M&E plant maintenance.	Extensive working knowledge of the political landscape, legislative frameworks and regional and national drivers surrounding area of specialism.
	Specialist understanding of compliance issues particularly Health & Safety in buildings.	
	Comprehensive knowledge of energy related environmental issues, including energy legislation and regulations, energy markets and supply, and renewable/sustainable energy technologies	
	Good communication/ interpersonal skills with an ability to work under pressure and manage conflicting priorities.	
	Must be able to demonstrate an ability to make reasoned judgements and decisions with minimal assistance and supervision.	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>

	Significant and demonstrable management experience working in building services, gained with a public or large private organisation, with some experience at a senior level.	
	Must be able to demonstrate evidence of organisational skills to manage a varied workload and to prioritise work for self and others.	
	Experience of managing, or delivering, a service to a paying customer e.g. under a traded or commercial arrangement	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
	Able to travel as required by customer and service demands.	
	Must have the ability to attend sites within Wokingham Borough on a reactive basis (within 4 hours of a call-out) and attend sites as projects require.	
<b>Completed by:</b>	Sarah Morgan Service Director – Commercial Property	July 2025