

Role Profile



Role Title:	Senior Estates Surveyor
Service Area:	Property Services & Major Projects
Scale:	MG1
Reporting to:	Property & Asset Manager
Responsible for:	No line management responsibilities

Purpose

To undertake a broad range of estates management, lease and commercial property activities in line with the Council's Corporate Strategy and a commitment to high quality services to our customers.

Key Responsibilities

- Undertake lettings, rent reviews, lease renewals, assignments and other tasks in connection with the Council's property interests, ensuring "best value" obligations are satisfied.
- Maintain high levels of occupancy and strong rental income.
- Proficient or become proficient (full training will be provided) in using the Council's Property Management System (Tramps/MoJo)
- Manage rental & service charge income, ensuring Billing Rules are correct, invoices are prepared and rent arrears are recovered, escalating to collection and recovery where necessary.
- Manage tenant compliance within lease terms and repairing obligations. Effectively deal with breaches of covenant and the resolution of disputes.
- Undertake inspections of premises for management, lease and statutory compliance purposes, including repairs and dilapidations.
- Carry out the necessary investigations for, and progress through to completion, applications to the Council for landlord's consent for assignments, under lettings, alterations, etc.
- Instruct Legal Services in regard to the preparation of all relevant property transactions and legal documents, approve drafts and manage tasks through to completion.
- Investigate and review the asset portfolio, making recommendations to rationalise the estate, support income generation and provide information on the possible disposal of surplus assets and the acquisition of assets, including where there are opportunities to create enhanced marriage value.
- Undertake valuation work and support the asset & capital valuation process for accounting purposes.
- Prepare reports for senior officers, Councillors and Committees, and present findings and professional recommendations.
- Working with the Facilities Team, ensure the Council's assets are in good condition, fit for purpose and capable of occupation.
- Demonstrate political awareness at all times, dealing with all matters in a sensitive, professional and diplomatic manner.
- Represent the Council at internal and external meetings to ensure the Council's interests are protected and provide advice on property related matters.
- Procure, appoint and manage external contractors and professional advisers, ensuring compliance with Procurement Rules and Standing Orders.
- Contribute to the culture of 'continuous improvement', sharing and developing opportunities and ideas which lead to improvements in processes and the quality of service to our customers.

- Ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation.
- Maintain detailed up-to-date knowledge of property industry developments, trends and emerging legislation. Play an active and positive role in the development and review of strategies, procedures and policies.
- You may also be required to undertake administrative duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e processing postal votes, canvassing properties during office hours.
- You will consider and implement environmental sustainability as a guiding principle within processes, activities and projects delivered.
- You will set a positive example by actively always promoting the Council's Values & Behaviours.

Specific Knowledge, Skills and Expertise

- Educated to degree level in Estate Management discipline or equivalent.
- Fully Qualified Member of the Royal Institution of Chartered Surveyors (MRICS or FRICS) is desirable or as a minimum working towards membership
- Detailed knowledge of landlord and tenant law, case law, and industry standards is crucial for navigating the commercial property sector effectively.
- Proficiency in commercial property asset management is demonstrated by knowledge of best practices for portfolio management, including conducting reviews, renewals, appraisals, and handling negotiations and transactions.
- Possess a knowledge of valuation principles and methodologies, with experience of asset, rental, disposal and accounting valuations. Having a robust knowledge of RICS Valuation Standards / Red Book where relevant
- Experience of collaborative working across teams to deliver mutually successful outcomes
- Good knowledge of legislation, health and safety and compliance within Asset Management specialist area.
- Experience using property management software and an ability to analyse asset & tenancy data and to maintain accurate property records and database information.
- Possess good IT skills with extensive knowledge of Microsoft Office or similar IT packages.
- Proven experience in negotiating strong, positive outcomes and managing challenging transactions to completion.
- Familiarity with the functions, corporate and political operation of a Local Authority. Including a knowledge of the legal and governance framework for local authority land and property transactions
- Understanding of decision-making, delegations, committee processes and political structures and awareness of public accountability, transparency and audit requirements in a Local Government setting.
- Ability to prepare clear, concise, evidence-based reports and ability to present recommendations to senior managers and elected members
- Demonstrable experience of maintaining and developing working relations with tenants, contractors, customers and partners. Ensure that the council's processes of continuous improvement are at the core of the services endeavours and delivery, promoting other services to achieve the same.
- Demonstrable strategic and clear thinking capability, with the ability to act decisively.
- Able to exercise sound professional judgement and know when to escalate issues.
- Possess self-awareness and emotional intelligence, handling matters with sensitivity and tact.
- Ability to work without supervision and use own initiative to solve problems.
- Proven ability to robustly prioritise, working to targets and managing a challenging workload
- Personal and professional credibility and a high level of probity and integrity.
- Excellent interpersonal skills and a commitment to high-quality public service and customer care
- A strong attention to detail and accuracy.

- Flexible & adaptable, able to respond to changing priorities, legislation and service needs.
- High level oral skills including delivery of formal presentations in public settings, senior officers and elected Members, in order to influence, persuade and negotiate.
- Able to handle difficult conversations and conflicting stakeholder interests constructively.
- Able to successfully negotiate with a range of partners and stakeholders and deliver an effective outcome
- A flexible approach to the role and a willingness to work outside normal office hours if required.
- Driving licence and own mode of transport
- Ability to work alone when necessary including undertaking property inspections.
- Mobile and able to travel to sites both locally and nationally
- You may also be required to undertake administrative duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e. processing postal votes, canvassing properties during office hours.
- You will consider and implement environmental sustainability as a guiding principle within processes, activities and projects delivered.
- Take personal responsibility for promoting equality and diversity throughout the Council and ensuring that your job responsibilities are carried out with due regard to the Council's Equality, Diversity and Inclusion Policy.

Key Relationships

- Elected Members & Staff at all levels, across the Council.
- Key services, including Legal, Finance, Facilities, Planning, Housing, Procurement & Leisure
- Landlords, Tenants, property owners and the general public
- Internal & External Audit
- External Surveyors, Solicitors and other Professionals & Consultants
- Developers, Contractors, and Officers from other local authorities.
- Internal & External Health and Safety Officers