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| **Role Title** | **Right to Buy Valuer** |
| **Job Family** | **Property & Delivery** |
| **Pay Scale** | **PO8** |
| **Purpose**  To work as part of a multi-activity Commercial Estates and Advisory service and provide professional property valuation and management advice on the Council's land and property assets, with a specialism in the valuation of Council residential properties under the Right-to-Buy legislation. The role will also involve providing valuation advice in other aspects of housing management, including stair-casing valuations for shared ownership properties and leasehold extensions.  The role will involve managing a personal case load comprising a wide range of property deals and transactions primarily with regard to HRA properties and development projects. | |
| *Generic Accountabilities* | *End Results/Outcomes* |
| Provide advice and make recommendations based on up to date specialist knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the specialist area. | Specialist expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements. |
| Research developments in specialist area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Specialist information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support/Manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and centres of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Manage a portfolio of Projects and Reviews  Lead on specific projects as required. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Co-operate with and support colleagues. | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| *Role-specific Accountabilities* | *End Results/Outcomes* |
| To carry out valuations of housing related properties including right to buy valuations, staircasing and leasehold enfranchisement | Ensuring best value for the Council.  Customers express high levels of Customer Satisfaction. |
| Provide assistance to the Principal CPO & Housing Surveyor and Director of Commercial Estate & Investment with providing property advice to the Council’s Housing service in relation to HRA assets. | Contributing to meeting the objectives and vision within the Strategic Asset Management Plan. |
| To undertake the day-to-day property management on more complex housing related cases in accordance with legislation and good estate management practice. | Ensuring case resolution and high levels of customer satisfaction. |
| To be responsible for marketing and negotiating terms (including instructing agents if appropriate) for the disposal of assets held within the HRA | The property portfolio is managed to realise its full potential and ensuring best value for the Council. |
| To agree new leases, licences and any variations of the same, of shops, offices and industrial premises as required and provide and negotiate landlord’s consent for alienation, alterations, surrender and renewals, change of user and signage of properties held within the HRA | Ensuring best value for the Council. |
| To deal with issues emanating from lease expiries and surrenders on HRA properties | Ensuring the Councils property portfolio is managed appropriately. |
| To negotiate and agree terms and charges with statutory authorities and other bodies for rights of way, licences, way leaves and easements in respect of the Council’s HRA land holdings. | The Council’s landholdings are managed appropriately and the best interests of residents are protected. |
| To provide valuation advice to the Council, in accordance with the requirements of the Royal Institution of Chartered Surveyor’s Valuation Standards. This includes acquisitions, market valuations, fire insurance and ad-hoc valuations, etc. | A consistent approach across the team to how we carry out Valuations.  Customers express high levels of Customer Satisfaction. |
| Devise and initiate a reporting structure with the Housing service at all levels ensuring mutually cooperative working | Property decisions are taken as part of a holistic approach to service and stakeholder priorities and aims |
| Liaise closely with Waltham Forest Housing, building a good working relationship with our internal colleagues. | To ensure the highest Customer satisfaction with the Right to Buy Process.  Actions carried out are within the timescales set in the SLA. |
| Works to the Property Procedure Rules. | Ensuring a consistent approach across the Council to how we deliver services. |
| ***Nature of Contacts*** | |
| Frequent contact with divisional and directorate colleagues, Heads of Service, representatives from Housing services and senior representatives from external organisations in both the public and private sector.  Deal with people at all levels confidently, sensitively and diplomatically.  Interaction with others and the ability to successfully influence and motivate are fundamental to the role.  Responsible for managing consultants and external contractors. | |
| ***Procedural Context*** | |
| Reports to: Principal CPO & HOUsing Surveyor  Responsible for providing professional property valuation and property management advice on the Council's land and property assets, with a specialism in the valuation of Council residential properties under the Right-to-Buy legislation. To manage a personal case load comprising a wide range of property deals and transactions ensuring the Property Procedure Rules are adhered to and the visions and objectives in the Strategic Asset Management Plan and Council priorities are met. Assist in managing the relationship with Housing Services. | |
| ***Key Facts and Figures*** | |
| Primarily assisting in the disposal of Council residential property under the Right to Buy legislation.  The post will involve all-weather site visits on demand. | |

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| **Resourcing**  Budget Responsibilities: £1.2billion Estate  Supervisory Responsibilities: Nil but will have be required to manage projects |

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| **Competency Level:** Principal Officer/Manager |
| **Knowledge, Skills and Experience** |
| Broad knowledge of the property markets and construction industry.  Knowledge of current legislation relevant to Asset Management and Health & Safety.  Experience of managing projects, working to time, budget and quality in a large organisation.  Experience of managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all customers.  Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge.  Experience in dealing with a range of complex and contentious matters requiring a consistently high degree of support, persuasion and advocacy and an awareness of major policy objectives.  Be effective at planning, monitoring and reviewing.  Ability to manage resources and co-ordinate work carried out by different people and organisations.  Ability to be decisive and work well under pressure.  Ability to operate and empathise with stakeholders, to influence and gain commitment to objectives.  Good written and verbal communication skills, presentation skills, IT skills.  Good time management skills.  Ability to work autonomously to meet the objectives of the organisation. |
| **Qualifications** |
| Educated to degree level or equivalent standard |
| Membership of an appropriate body such as RICS |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |