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| **Role Title** | **Estate Surveyor (Non-Commercial Assets)** |
| **Job Family** | **Place** |
| **Competency Level** | **Principal Officer** |
| **Pay Range / Scale** | **PO6** |
| Purpose | |
| The Council is launching a review of its current assets and is seeking to recruit a lead Estate Surveyor to provide strategic input to the creation of a fit-for-purpose and dynamic non-operational estate. The role will support the creation and implementation of a leasing strategy and management of all landlord and tenant issues.  This interesting and varied job would suit an MRICS who is seeking to broaden their professional experience of asset management in the public sector. The role will require a high level of tact and stakeholder management skills, including senior political stakeholders and external partners.  You will be required to collect and analyse complex data to formulate both strategic solutions and discreet initiatives to deliver real change. You will be managing a variety of property related projects, carrying out options appraisals and feasibility studies and working directly with tenants to implement council policy.  You will need to be confident in providing advice and briefings to a range of stakeholders including Executive members and senior officers.  You will work closely with officers from the Council’s Strategy, Strategic Property, Change and Communities team to deliver projects and be motivated by using property to improve the lives of residents and meet the business needs of the council. | |
| **Generic Accountabilities** | **End Result/Outcomes** |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  Service delivers excellent customer service. |
| Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations. | Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.  Responses to major corporate or partner initiatives / complex operational issues are managed effectively.  Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.  The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales.  Regular supervision is undertaken and clear objectives set and monitored through the Council’s Appraisal process. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Budgets are planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| 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. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| 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. |
| **Job Specific Accountabilities:** | **End results / outcomes** |
| Manage a variety of property related projects. Carry out rent reviews, maintenance plans, lease renewals and lettings and deal with all matters that arise within the VCS portfolio.  Carry out asset valuations required in respect of property disposals and acquisitions. | * A VCS lease is in place for every VCS organisation that occupies a Council-owned VCS property. * Professional advise and options appraisals are provided to senior officers and to Cabinet Members in respect of particular VCS organisations and buildings. * Comprehensive programme of activity developed that aligns to strategic priorities. * Risks and opportunities identified, monitored and acted upon as required * Ensure progress against objectives is effectively monitored and delivered. |
| Support the procurement, onboarding and day to day management of contractors and suppliers providing support and services for the VCS portfolio. | * External suppliers are effectively managed and provide maximum support and expertise to the programme. * Risk regarding supplier performance are effectively escalated in a timely manner. * VCS tenants are supported to manage assets, fulfil compliance requirements and maximise asset use. |
| Liaise with VCS organisations (both those that occupy Council properties and those seeking a property) and build open and effective relationships. | * Property enquires are dealt with in a timely manner and building management is compliant. * Current tenants are supported to understand their responsibilities and manage properties to a high standard. * Property enquires from VCS groups seeking property are effectively managed in line with the VCS lettings policy. |
| Support the monitoring and evaluation of utilisation targets by VCS tenants and commission surveys and studies regarding the portfolio as needed. | * Clear understanding of Community Asset portfolio, building conditions and risks, tenant organisations and activities is maintained, in collaboration with Communities officers. * Risks and issues regarding individual properties are escalated effectively and informed by relevant data analysis. * Produce regular reports on findings for senior stakeholders. |
| Support the development and implementation of a VCS asset use strategy and VCS Lettings Policy. | * Policies on VCS asset use meet the needs and circumstances of the Council and the VCS and are reviewed annually to reflect changing priorities. * Decisions regarding individual properties are managed in line with this strategy and policy. * Financial impacts of policies are monitored and reported effectively. |
| Build and manage relationships with key council services and coordinate discussions on property related issues. | * Decision making is informed by cross-council discussion, opportunities to maximise the utilisation of buildings are identified and assessed strategically. * Enhanced relationship between Council and VCS partners. |

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| **Nature of Contacts** |
| External contacts mainly with VCS groups, particular VCS tenants of council assets and partner organisations. Day-to-day coordination with consultants and training providers for VCS compliance.  Internal contacts will primarily be the Commercial Estates and Investment team within the Property and Delivery directorate and policy teams in Strategy, Change and Communities. Further contacts will include colleagues from across relevant council services, particularly services with responsibility for operating council assets (Libraries, Employment Business and Skills, Integrated Health, Early Years, Youth and Families services).  High levels of tact, sensitivity and diplomacy is required with stakeholders at all levels. Communicate changes in policy and working practice to contacts. Report in as necessary to relevant steering and organisational boards on the progress of the project. Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. |
| ***Procedural Context*** |
| Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.  Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.  Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.  Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.  Postholder is expected to spend time with community tenants on sites across the borough.  Post holder will report into the Strategic Asset Manager with dotted-line accountabilities to the Strategic Lead for Community Assets. |
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| ***Key Facts and Figures*** |
| Attending meetings in the evening and weekends as required.  The role sits within the Commercial Estates and Investment with significant day-to-day working with the Communities and Participation Team.  12-month fixed term opportunity. |
| **Resourcing** |
| Budget Responsibilities: none, however will be responsible for providing financial reports regarding leases and costs regarding property maintenance and repair.  Supervisory Responsibilities: none, however will be responsible for day-to-day management of contractors. |

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| **Knowledge, Skills and Experience** |
| * Demonstrable ability to manage a portfolio of properties and provide high quality valuations, appraisals, and other professional property related advice. * Commercial landlord and tenant knowledge and experience. * An understanding of the role of councillors, officers and political drivers. * Experience of managing stakeholder relations, internally and externally, and working in partnership with a range of agencies, including statutory and voluntary sector. * Experience of project management, and monitoring projects, programmes and initiatives. * Work effectively as part of a team and have a genuine desire to assist colleagues. * Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills. * Ability to think strategically seeing the bigger picture and aligning with other activity. * Ability to work autonomously to meet the objectives of the organisation. |
| **Indicative Qualifications** |
| -Qualified Chartered Surveyor (MRICS or FRICS) |
| Evidence of Continuous Professional Development |

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| 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 which 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 |