



Role Title: Property Services Manager
Service: Housing & Regulatory, Property Services, Facilities
Directorate: Place & Community
Accountable to: Head of Housing & Regulatory Services
Grade: SM2
Car Category: Essential

Purpose of role

- To manage the maintenance of the Council's portfolio of housing stock and corporate property to optimise income and meet both the Councils and its customer's accommodation needs.
- To ensure the maintenance of properties contributes to the Council's objective of supporting, creating and retaining jobs within the Borough.

Key Objectives

1.	To lead, develop and effectively manage staff and resources across Property Services.
2.	To develop and communicate a vision for Property Services leading to the service becoming a top performing landlord within a vibrant West Lancashire.
3.	To ensure the Council's portfolio, including housing stock, and corporate property are effectively managed.
4.	To be responsible for the timely preparation, letting and contract management for capital investment schemes, programmed work, responsive maintenance and environmental improvement work on the Council's property portfolio including the resolution of contractual disputes.
5.	To lead, develop and review the Council's approach to asset management for its housing stock in accordance with the Asset Management Plan.
6.	To undertake strategic reviews of Property Services functions to ensure value for money is achieved.





7.	To advise the Council on matters relating to contracts, asset management and facilities management for assets in the post holders remit.
8.	To advise the Council on the investment needs of all land and property within its housing portfolio.
9.	To ensure the provision of an effective and responsive out of hours emergency repairs service.
10	To monitor the energy efficiency of the Council's property portfolio, prioritising improvement programmes and ensuring energy efficiency issues are considered in all areas of maintenance and improvement activity.
11	To ensure the development and maintenance of comprehensive data in relation to stock condition, heating servicing, water sampling, fire risk assessments, asbestos management and digital mapping.
12	To develop and implement the service area SAP and evaluate performance against key objectives and targets.
13	To be responsible for the effective management of budgets within the operational work area in accordance with the Council's standing orders and financial regulations.
14	To prepare and present reports to the appropriate forum for example on operational performance, new or revised procedures, new legislation and service reviews.





Scope

The role has a service operation focus for the functions with its remit, but also a wider organisational dimension in respect of the impacts of Property Services. It is therefore expected that it will work with stakeholders from across the organisation, with partners and also have contact with Elected Members, particularly in respect of asset acquisitions and disposals.

Work Profile

1. Strategy

The post holder will have a lead role in the Council's asset management planning including housing stock, and corporate property and will contribute to other related strategies and plans including strategic planning and regeneration related strategies and policies. Their role will also contribute to the achievement of the Council's Corporate Plan.

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed, in order to improve Property Services. They will work with managers and Heads of Service to identify improvement activities across the organisation that will improve processes and the internal and external customer experience.

2. Performance

The post holder will support the Head of Housing & Regulatory Services in ensuring that required standards are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/intelligence-led approach for the Property Services Teams. They will monitor and communicate performance against a series of key performance measures (including statutory targets), developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

3. Service Quality





The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of a Property Service that upholds rigorous standards and adds value.

They will develop and monitor appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder line manages direct and indirect posts.

The individual is responsible for a budget.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

5. Accountability

The post is accountable to the Head of Housing & Regulatory Services.

6. Culture

The post holder will play a lead role in Housing and Regulatory Services in terms of the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.





7. Communications

The post holder will have regular (often daily) contact with Elected Members, their Head of Service, members of Corporate Management Team, partner organisations and their teams.

They will have frequent but not daily contact with members of the public including local businesses and with Human Resources, Trade Unions and regional/ national bodies. They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

8. Commitment

Employees whose posts are graded above scp 43 are expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of corporate risks relating to health and safety and business resilience/ emergency planning. They will be responsible for the effective management and mitigation of risks within their own division, reporting on actions taken and escalating to the Head of Housing & Regulatory Services when necessary.





10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.





PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	A degree, or equivalent experience, in a Building or Property related field	X		A
	Membership of Chartered Institute of Building or Royal Institution of Chartered Surveyors		X	A
	Experience of letting significant contracts and managing and delivering projects within budget and on time	X		A, I
	Experience of Property Services and Facilities Management in a large public sector organisation		X	A, I
	Experience of undertaking Value for Money reviews	X		A, I
	Ability to interpret and utilise data to manage performance and undertake reviews	X		A, I
	Up-to-date knowledge of building construction and modern maintenance techniques and best practice	X		A, I
	Up-to-date knowledge of relevant legislation	X		A, I





Planning and organising work	Able to operate independently, managing conflicting priorities effectively	X	A, I, T
	Ability to lead and motivate a team and line manage others, with effective resource planning skills	X	A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X	A, I, T
Planning capacity and resources	An ability to manage budgets effectively and able to demonstrate commercial acumen	X	A, I
	Able to manage specialist teams, utilising a flexible and resilient approach to workforce planning	X	A, I
	Delivery of results under pressure	X	A, I, T
	Ability to think and plan strategically	X	A, I
Influencing and interpersonal skills	Ability to communicate effectively, orally and in writing, with a wide range of audiences using a variety of medium	X	A, I
	Political sensitivity and ability to establish and maintain collaborative working relationships with Elected Members, Central Government, public sector agencies, trade unions	X	A, I, T
	Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders	X	A, I





PROBLEM-SOLVING Using initiative to overcome problems	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work across the organisation and operationally, to identify a range of appropriate solutions to issues and problems.	X		A, I
Managing risk	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to demonstrate experience of effectively managing change for improved outcomes and service delivery	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I





	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

