



Job profile

Property Services Manager

Grade N

Group: Housing, Environment and Healthy Communities

Service: Civic Centre

Location: Property, Assets and Traded Services

Line Manager: Service Director - Property, Assets and Traded Services

Car User Status: Casual

Job Purpose

To provide management and leadership in delivering a complete range of property management, valuation services, and real estate advice for the Council.

The key roles of this post will include:

1. To contribute to the strategic management of the Council's property assets through the asset management process.
2. To acquire, dispose of and value the Council's land and property in order that the Council's priorities are met, and financial interests are maximised.
3. To ensure that the Council's non-operational property is managed in accordance with best practice in order that the Council's priorities are met, and financial interests are maximised.
4. To assist the Service Director in managing the service in accordance with corporate objectives and Council priorities and assist in the development and implementation of the policies and procedures to meet performance targets.
5. To develop a client focused culture and direct employees to ensure compliance with statutory duties and current best practice within an ethical framework, providing linkages to other Council services and ensuring delivery of action plans relating to Member priorities.
6. To prepare and present reports and represent the service/Council at internal and external meetings.
7. To make Gateshead a place where everyone thrives, working in partnership with relevant agencies to deliver Council priorities
8. To provide effective leadership and development, direction and motivation and overall management of the service, managing a team of employees within council policies and procedures.
9. To effectively manage and monitor a dedicated budget to provide best value for money and the optimum possible level of service whilst operating within the terms of the Council's Constitution and Financial Regulations to ensure an effective spend against priorities.
10. To promote equality of opportunity, learning and organisational development to create and maintain the skills and competencies required to deliver an effective and collaborative service.



11. To ensure health and safety policies and procedures are understood, implemented, and monitored to ensure health and safety standards are met.
12. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge:

- Relevant legislation/technical aspects regarding land development, sales, purchases, valuations and property management

Experience:

- Property Valuation, Acquisition and Disposal and management
- Property Management
- Excellent communication skills
- Leading and managing a team of professional and technical staff
- Managing a non-operational property portfolio
- Implementing an Asset Management Agenda
- Project Management

Qualifications

- A full Member of the Royal Institution of Chartered Surveyors or willing to work towards
- Relevant degree or equivalent qualification.
- Full driving licence or access to mobility support

Desirable:

Knowledge

- Relevant legislation and technical issues

Experience:

- Working within a property management within local government
- Local Authority Valuation Processes

Qualifications

- Management qualification



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working
Managing Service Delivery	Focuses on the community and service users to develop responsive customer focused services. Promotes cooperation by working with internal and external partners to plan, develop and deliver excellent services and operates effectively within the political framework and corporate policies and guidelines.
Business Acumen	Understands and utilises financial and performance data to identify business strengths and weaknesses. Is quick to understand and deal with a business situation in a manner that is likely to lead to a good outcome.
Facilitating Change	Proactively leads and builds momentum for change and sees it through