

## JOB DESCRIPTION

<b>Job Title</b>	Head of Property		
<b>Directorate</b>	Community, Place and Economy		
<b>Reporting to</b>			
<b>Grade</b>	5		
<b>Evaluation ref:</b>	RP115	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets. Provide clarity, management and motivation in delivering the Operating Model, the Council Plan and other Council transformation programmes as required.</p> <p>Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.</p> <p>Advise Members and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.</p>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Ensure the development of property strategies and the ongoing development and improvement of the overall service area and create, agree and deliver service plans and prioritise activities and projects.</li> <li>• Identify and deliver opportunities for service change, improvement and scope, plan and manage change in corporate and professional activities.</li> <li>• Review performance outcomes and customer feedback to meet customer requirements and to increase operational efficiency and effectiveness.</li> <li>• Develop and maintain effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.</li> <li>• Resolve complex operational and service-based problems and conflicts raised through the service escalation process and ensure positive outcomes.</li> <li>• Optimise the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.</li> <li>• Provide leadership and day to day management to managers and staff in the property team.</li> <li>• To be accountable for the strategic utilisation and improving performance of the Council's property assets.</li> </ul>			

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- Recruit, review the performance of and ensure the development of individual professional and other team members.
- Operate information and communication systems to provide business and management information used to support and inform operational decision making.
- Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. to maintain continuity and quality of service.
- Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.
- To lead and be accountable for the management of the Council's property portfolio and oversee the delivery of property programmes.
- Provide the Council with strategic property advice by developing property initiatives and prepare the Council's asset strategy.
- As a member of the management team, provide advice on strategic property needs to the Director, contributing to the development of the business plan by identifying potential changes to strategic property processes/systems which will improve delivery/reduce cost. Contributes to the development of business strategies that have appropriate regard to the impact on and identification of potential opportunities related to SC/partner properties.
- Fulfil the role of the Council's Strategic Asset Manager leading the development, review and implementation of a corporate Asset Management Strategies for the future which sets out how the Council's estate will support strategic objectives and future developments and property initiatives highlighting the need for strategic acquisitions investment and disposals and collaboration with external stakeholders to deliver innovative and effective use of property assets. To include high-level overview of the property plans, programmes and projects and the requirement to rationalise the Council's property portfolio including office accommodation, operational property and the farms estate.
- Ensure the link between the asset strategy and the development of the capital programme, advising members on the priorities for capital investment in property and other property related issues. Ensure the inclusion of service specific requirements in the asset strategy through liaison with Lead Commissioners, Directors and Senior Managers and the development/leadership of a process to collate demands/investment needs. The plan will form the basis of the capital programme and will take into account the requirement for service specific asset management plans.
- Ensure the regular undertaking of strategic asset reviews which identify the potential for more efficient use of the property asset, opportunities for asset

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sharing with partners, commercial opportunities to generate income and for asset transfers to the community.

- Development and implementation of the Council accommodation strategy to support the Council in continuing to take a planned and structured approach to determining its future property needs and planning for investment in maintenance, repair and upgrading of accommodation.
- Ensure asset strategies, outputs and contribution to the Council are accurately measured using quantitative and qualitative metrics.
- Provide advice, information and data to the Director of Children's Services and the Commissioner for Sufficiency on the trends and needs in respect of the school's portfolio and funding options to assist the Commissioner for Sufficiency to submit bids for capital funding. Development of the specific projects includes regular discussions with schools/academies/early year's settings and requires an understanding of their requirements/budgets as well as the ability to monitor/drive the progress of individual projects from the clients' perspective.
- Provide the lead client role, on behalf of the Director of Children's Services and Commissioner for Sufficiency in relation to the commissioning of physical school and early years places. This includes meeting all relevant statutory requirements, close liaison with in-house and external property professionals. Provide management, monitoring, review and regular reports on delivery of the school's capital programme to the Commissioner for Sufficiency.
- In liaison with the Director of Children's Services and Commissioner for Sufficiency oversee the development of master plans for school development including curriculum analysis and to ensure that plans support inclusion and access requirements and audit the provision on behalf of individual pupils.
- As part of the lead client role for schools and as corporate landlord ensure SC's contribution/ability to negotiate with contractors/providers to secure relevant section 106 contributions and Community Infrastructure Levy (CIL). To include the ability to comment on forward plans which could impact on the provision of school/early years places.
- Fulfil the role of corporate property officer, including corporate landlord, for the Council including the establishment, review and enforcement of corporate property policies and standards, the prioritisation and commissioning of the Council's programmes for non-schools maintenance, estate management, valuations, compulsory purchase, county farms management, energy and carbon management, property reviews and the provision of specialist advice to Lead Commissioners, Directors, Members and Cabinet.
- Provides/ensures the provision of a client link for all non-school property projects ensuring the needs of the user/the Council are considered/taken into account as individual projects are delivered. This is likely to early involvement

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in the development of designs for property projects/overall management of the budget holding the provider to account in terms of delivery against budget, time and quality required for individual projects/programmes of projects and ensuring resolution where problems occur and impact on the end user.

- Fulfil the role of strategic property client for the Council ensuring the delivery of operational and advisory property services. Ensure delivery against agreed performance frameworks, manage escalation in the case of non-performance.
- Establish, procure, monitor and review the provision, through frameworks, contracts and commissions, of appropriate property professionals to support the client lead in the delivery of the Council's property programmes.
- Ensure the provision of integrated and accurate property data and assets records.
- Ensuring the provision of a cost-effective energy service to the Council's buildings. This to include the work needed to reduce consumption, costs and manage carbon reduction commitments.

### Impact

- The postholder has line management reports with a team of staff with a range of technical specialist property backgrounds.
- The postholder provides a range of professional/specialist services requiring Strategic Asset Management, standard setting, client specification, policy advice, consultation and operational recommendation/decision making in a wide range of settings.
- The postholder takes the lead in determining the strategic direction for SC in respect of its property assets. This requires them to act as SC's representative in partnership work (where SC may have the lead role) and to advise members on priorities/risks associated with the management of the property portfolio. There is a specific requirement to understand and take the lead on asset management related to educational properties where the statutory requirements are very prescriptive and delivery against them critical to the delivery of sufficient school and early years places.
- The postholder is required to establish and maintain a range of robust business relationships often involving negotiation, influencing, priority setting, problem solving and conflict resolution. They must be able to take the lead as the strategic adviser on property issues and as such have the ability to manage a range of generic and specialist staff.
- Key contacts include Government departments and agencies; other funding providers; schools, headteachers and governing bodies; construction industry and building contractors; parents, communities (including churches) and other pressure groups; early years childcare providers; and other planning bodies; MP's and media.

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- The postholder must be able to work with Directors, Senior Managers and Members to develop an understanding of capital investment needs and to be able to take the lead on prioritising capital investment and establishing the strategic direction with regard to SC properties. They must also be able to develop an understanding of requirements across the operating model as well as with potential external partners, advise on the best way forward and where appropriate commission/monitor delivery of those requirements.
- Working with reducing capital and revenue budgets the postholder must be creative in meeting statutory, service specific and generic needs whilst identifying the levels of risk arising from non-allocation of investment.

### Knowledge / Experience / Skills

	Essential	Desirable	
<b>Knowledge</b>			
Significant knowledge and experience of the development, agreement and delivery of service plans.	x		
Sound understanding and practice of multi-disciplinary working.	x		
Sound understanding and experience of the use of information and communication systems to inform operational decision making and recommendations/actions concerning service improvement.	x		
<b>Experience</b>			
Substantial managerial experience and skills gained at a senior level, including contributing to the corporate management of an organisation where required.	x		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives.	x		
Demonstrable experience of engagement with communities and customer feedback channels to shape and inform improved customer services.	x		
Demonstrable experience of operating equality and diversity measures in the local commissioning and delivery of services.	x		
Track record of the flexible use of financial and other resources (including the service commissioning framework and opportunities for income streams) in the delivery of services on time and within budget.	x		
Demonstrable experience of the effective deployment, continuing development and supervision of professional and other staff resources.	x		

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Significant experience of the operation and achievement of performance management and quality assurance models.	x		
Change management experience.	x		
<b>Qualifications / Registrations / Certifications</b>			
Educated to Degree Level (with Professional Qualification for Team Management posts engaged in professional supervision and adjudication).	x		
Evidence of work-related continuing management development.	x		
<b>Skills</b>			
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	x		
Sound analysis and decision-making in dealing with complex service delivery and/or policy development matters.	x		
<b>Working Conditions</b>			
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> <li>• <b>Work Hours:</b> Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li> <li>• <b>Location:</b> The primary work location is County Hall, with opportunities for remote work as per organisational policies.</li> <li>• <b>Travel:</b> Some travel within the local area may be required for meetings, site visits, and community engagement activities.</li> <li>• <b>Work Environment:</b> The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> <li>• <b>Health and Safety:</b> Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</li> </ul>			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position.			
<b>Corporate Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.</li> <li>• Update and advise Elected Members in respect of operational and policy issues in relation to the Community, Place and Economy Services teams.</li> </ul>			

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- Lead Community, Place and Economy teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Community, Place and Economy service teams.
- Ensure that all service place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customer, and communities.
- Support the delivery of the Council's key strategic aims and objectives ensuring understanding and commitment from staff from across the Community, Place and Economy service.
- Keep abreast of specific statutory or regulatory duties contained within the role to ensure any challenges and opportunities in the delivery of services are responsive, compliant, and well communicated to customers, communities, and business as appropriate.
- Support Corporate and Directorate specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 22/10/2024