

Job Description

Service:	Resources
Job title:	Estates Surveyor
Grade:	G
Hours of work:	37 hours per week
Responsible to:	Asset Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	Designated capital programme projects and respective revenue budgets

Purpose of Post:

The service includes direct and indirect property related services:

- For an Operational Estate of £73m which includes Civic and Service offices, depot, ad-hoc buildings on open space, leisure assets and the management of various property related contracts.
- For an Investment Estate of £55m, active management across a diverse portfolio.

The post holder will operate in an agile working environment and will be expected to work in a way that supports services in the delivery of their own priorities but also to ensure the overall commercial and operational priorities of the Council.

- To manage the day-to-day operational and investment (non-operational) estate; ensuring that the estate is effectively meeting the requirements of the Council; its landlord responsibilities and that tenants are meeting their contractual obligations.
- Support the development of a medium to long term asset management plan that promotes active management of the Council's land and buildings to ensure their effective and efficient use and that they continue to meet the Council's corporate objectives.
- Delivering the Asset Plan objectives and demonstrating progress through annual updates and reviews.
- Establish and maintain good relations with the Council's tenants and property partners and ensuring that issues relating to the Council's estate are effectively managed.
- Acquisitions and disposals of property assets within the Council's operational and investment estate; not including Residential development.
- Maximising income from property and increasing the security of income to provide a reliable source of revenue to support Council services
- Working collaboratively with the wider Estates and Facilities team and other Service teams in a business partnering model to deliver appropriate property solutions to address service issues and deliver Corporate Plan objectives

The Property Management service is expected to operate within a business partnering model; supporting services to achieve their optimum performance.

The post holder will have to meet the needs and requirements of an ambitious Council which has strong values and a strong vision to create an environment where everyone can thrive.

Key Deliverables:

To undertake the day to day management of a portfolio of properties forming the Investment and operational property estate, comprising over 200 units/leases in partnership with the Estates and Asset Managers including:

- Expediently letting vacant units on best possible terms
- Undertake rent reviews and lease renewals to maximise rental and lease term to achieve budgets in accordance with delegated authorities
- Manage assignments and Landlords consents and support lease re-gear activity
- Manage tenant compliance within lease terms and repairing obligations
- Undertake inspections of premises for management, lease and statutory compliance purposes, including repairs and dilapidations in conjunction with the asset surveyor
- Timely and appropriate follow up of estate management actions to a satisfactory resolution and develop enterprising solutions to property issues.
- Provide support to the Council's commercial investment strategy including due diligence for acquisitions, disposals and land sales and asset management to meet audit, statutory e.g. LGA 1972 and professional industry standards.
- Lead on the active management of the Council's small land sales policy.
- Support the Council in ensuring that it has an up to date and actively managed Asset Management Plan that details the short, medium and long term objectives for the Councils Operational and Investment estate of land and buildings.
- In collaboration with the Asset and Estates managers to provide monthly performance reports to demonstrate progress in key work areas and benchmark performance data on voids, lettings, income generation, arrears and payment stats
- Work collaboratively, build strong relationships with key stakeholders and partners to provide professional property advice to other services in a business partner model to deliver mutual outcomes such as disposal of assets, development and re-purposing of assets and regeneration of assets to promote the growth ambitions within the Corporate Plan, leading on negotiations as required
- Ensure that landlord service charge and insurance payments are actioned in a timely manner and in line with relevant practice codes.
- Develop solid working relationships with tenants to minimise tenants' arrears and deal with tenant account queries.
- Undertake the negotiation of agreements, e.g. car parking licences, storage accommodation, communications facilities, wayleave agreements etc.
- Ensure common area service charges and building management are efficient and effective.
- Support the identification of local opportunities through planning issues, enforcement etc and assisting with the delivery of solutions to issues with those services.
- Effectively use relevant professionals and strong property network to achieve a cost effective delivery of service and an increase in property income, benchmarking performance in the wider market..

- Ensuring that the service delivers sound advice in respect of property related matters and supports the broader delivery of Council projects.
- Provide resilience and flexibility within the Estates Services team to ensure a “One team” approach to all property matters and delivery of overall team priorities.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role	Specifically; • Educated to degree level in estates management or similar property discipline, or equivalent • Chartered Surveyor MRICS or about to qualify with a depth of relevant experience • Good working knowledge of key aspects of Commercial Landlord and Tenant and property legislation. • Knowledge of commercial property asset management good practice, including reviews and renewals, portfolio performance, property investment appraisal and investment transactions. • Understanding and knowledge of external property markets and influences and wider property projects such as development, alternative uses etc. • Full driving licence • A good working knowledge of ICT is essential - on property/FM databases and financial management systems.
Experience Experience the person would need to do the job	• Substantial Estates/Asset Management experience working on a diverse commercial portfolio from either a public or private sector environment but must have a working knowledge of the principles and legislation around managing a public sector estate of Operational and Investment properties. • A sound understanding of commercial leases and compliance issues and the impact of the environmental agenda on the Council, its customers/stakeholders and contractors. • Good record of delivering varied property and technical transactions and innovative solutions to deliver maximum value – through lettings, rent reviews/lease renewals and other lease and property transactions. • Experience of collaborative working across teams to deliver mutually successful outcomes • Understanding of the work within the public sector environment, the varied customers and the range of their needs.

	and supporting the delivery of property solutions to service requirements. • Demonstrable experience of maintaining and developing working relationships with tenants, contractors, customers and partners. Ensure that the council's processes of continuous improvement are at the core of the services endeavours and delivery, promoting other services to achieve the same. • Experience of managing a range of diverse stakeholders, adapting and presenting cases in a manner appropriate to the audience. • Experience of developing and implementing highly effective estates processes and management of information.
Skills and Abilities Specific skills the applicant would need to do the job	• Having the technical skills and abilities to effectively deal with all aspects of day-to-day management of a diverse commercial and operational portfolio along with good interpersonal skills, provide sound property related advice to the Council and a broad range of customers. • Ability to work collaboratively within the team to deliver short, medium and long-term workload and projects to meet a range of targets and deadlines (contractual, budgetary control etc.) • Credible interpersonal skills to deal with a wide range of tenants, customers, contractors and colleagues, with a collaborative approach and the ability to gain agreement through respectful persuasion to ideas, proposals and courses of action. • Good written and verbal communication and presentational skills to convey complex information and reports accurately to the appropriate audience • Using negotiation skills to deliver successful outcomes in transactions, contracts and other negotiations, developing a variety of approaches to negotiation as appropriate to the individual case. • Ability to work in a fast changing environment, staying calm and maintain

	focus and able to assimilate and utilise detailed information quickly in making reasoned judgements. • Have a mindset of continuous improvement at the core of service delivery, working with other services to achieve the same. • Takes ownership of issues and sees through to successful conclusion. • Readily accept responsibility and accountability for delivery of estates actions and works proactively with team managers to re-assess, re-prioritise and re-direct as required to ensure that the council maintains a medium to long-term sustainable estate.
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	• To support the delivery of effective day to day management of the Council's estate ensuring that it is cost effectively managed, compliant, utilized to demonstrate maximum value and optimum operational use to the Council in a transparent manner. • To support all aspects of the Councils asset management plan, focus on delivery of the plan actions and sustainability of the medium to long term plan so it can make effective decisions in respect of its land and property holdings. • Responsible for the development, maintenance and regular reporting on performance of the Asset Management Plan in conjunction with the Strategic Property Manager, Estates Manager and Asset Manager. Ensuring supporting documentation and records are maintained and auditable and ensuring that the plan takes full account of legislative procedures, national guidance, best practice, and organisational learning. • To make recommendations for approval of transactions to senior leaders and portfolio holders within delegated authorities, providing appropriately balanced and reasoned views and advice. • Working collaboratively with team members and partners to identify opportunities for the better utilization of

	council property and resources, this can be maximizing use, disposal, further acquisition and increasing rentals returns.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	• Extensive interaction utilized to effectively manage all manner of property matters with a wide range of internal and external customers, within the Council, partner organizations, the public and external commercial parties. Confident in dealing with enquiries by all medium of communications. • Deploying effective negotiation, influencing and persuasion skills to ensure property assets are optimally utilized and where income is generated, maximum return is achieved. • Working collaboratively, using and developing skills and knowledge within a wide network to build working relationships that deliver effective and efficient management of the estate and proactively support the Council in the achievement of its core values and environment of continuous improvement. • Internal customer contact 40% • External customer contact 60%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	• May be required to work outside of core hours, as required, including attendance at occasional meetings • Ability to work alone when necessary including undertaking property inspections. • Mobile and able to travel to sites both locally and nationally • Focussed on outcomes with the drive to see transactions to a conclusion, balancing the big picture with accuracy and close attention to detail and recognizing and mitigating the risks. • Empathetic, willing to commercially negotiate and participate within challenging contractual environments. • Finds reward in taking ownership and resolving problems and delivering mutually agreeable solutions, achieving success and results. Supportive of other's issues and frustrations.

	• Takes personal responsibility for their work area and aware of the impact with wider issues affecting the council, making their best endeavours to ensure that any problems are overcome, even if they are not in their direct area of responsibility. • Understanding of the differences of others, adapting behaviours appropriately and proactive to achieving successful solutions for all
HDC values 	The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.