

December 2017

ROLE PROFILE

Role Title: Head of Property Operations

Service Area: Corporate Property and Development

Directorate: Resources

Accountable to: Service Director Built Assets

Grade: N

JE Code: JE1804

Competency Level: 4

Purpose of job

Lead the council's work in the strategic planning, governance and delivery of the corporate landlord approach to its property assets and facilities management. Working to the Service Director of Built Assets, the Head of Property Operations will ensure the delivery of a cost-effective, client-focused FM. Delivery of major capital projects and commercialisation of its property portfolio and to take responsibility for the delivery of a range of services across a mixed property portfolio for MKC, delivering the overall service objectives to a range of clients and to support the decision making process. To seek and implement opportunities to deliver savings in support of MKC operational objectives

To work in close collaboration with Service Partners in a positive and progressive way to ensure funds are spent in the most efficient, effective and economic way, delivering the service objectives to a range of clients and to support the decision making process.

To lead the work of the professional and technical staff in the Facilities Management, Capital Development and Property Teams, this will include the day to day supervision and management, prioritising and allocating workloads and financial management of the Estate. To manage and lead the Capital Development Team which has the responsibility for providing a client function for the delivery of high quality corporate capital projects on time and to budget.

To lead and direct a range of services and functions including:

- Operational and non-operational property portfolio
- Strategic delivery of Projects
- Facilities Management of Operational and non-operational property portfolio
- Strategic Framework agreements
- The content, update and delivery of the Corporate Property Strategy and the Corporate Capital Asset Management Programme.
- Performance and relationship management of a range of external partners

Key Objectives

1	To lead an experienced senior team, proving appropriate challenge and support enabling team members to take responsibility and ownership of their respective service areas and projects
2	To lead the strategic planning, development and delivery of a large and complex capital development programme which delivers world class learning, care and other environments.
3	To provide lead expert advice and guidance across the Council on issues relating to major capital schemes (build, maintenance and improvement)
4	To ensure leading edge programme and project management approaches are used extensively and appropriately to reduce risk, improve value for money and fully engage partners
5	To review continually the effectiveness of working methods and develop and deliver, in conjunction with relevant staff, effective and efficient commissioned services and a strategic procurement strategy that provides quality projects and outcomes, value for money and positive Social Value and local economic impact.
6	To lead the authority's senior level relationship with a range of external delivery partners, ensuring that effective performance management, challenge and collaborative working arrangements are in place to support the effective delivery of the council's capital programmes.
7	To identify new opportunities to improve outcomes and the council's property stock through attracting additional funding and achieving excellent value for money through effective procurement and brokerage
8	Compile, update and Maintain the Asset Management Plan
9	Maximising opportunities to drive efficiency through aggregating activities, minimising abortive costs and maintaining equitable standards across the portfolio
10	To ensure that all sites are managed and supported in an efficient and timely manner and in a condition appropriate to their use. This includes overseeing an integrated programme of projects and managing the performance of FM service partners.
11	To lead on H&S matters relevant to property
12	To ensure that FM budgets are managed and controlled in strict accordance with financial policies and procedures.

Scope

The post holder will ensure that the Asset Management Plan is proactively maintained, thereby driving financial efficiencies across the portfolio by identification of the future use of property e.g. by Reducing reactive/cyclical maintenance cost through better targeting of capital works programmes and/or removing more expensive/problematic/inefficient property

December 2017

from the portfolio and driving an investment portfolio that generates long term revenue returns.

They will manage, control and deliver the Facilities Management (FM) service requirement for buildings and building users across a varied portfolio so as to ensure that required standards of compliance and repair are met, within a framework of good practice and within budget constraints for all users. To ensure that building health and safety compliance and good practice operates across the portfolio.

To manage the people and services delivered through FM, which include: helpdesk; mail room and document management services; function/meeting arrangements and catering; repairs and maintenance (reactive and planned); capital expenditure programmes; caretaking and accommodation moves; you will also have service wide responsibility for procuring services.

Direct budget Up to £6,000,000 with significant capital responsibility (£50M + per annum)

Staff Approximately 50

Key outputs

- Delivery of efficient, effective and responsive services
- Compliance with our legal duties
- Effective budget management
- Delivery of local services consistent with government policy initiatives
- Developing and maintaining positive relationships with partners
- Commercialisation of the property assets as identified within the Asset Management Plan.
- Maintenance of the property assets as identified within the Asset Management Plan.
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Work Profile

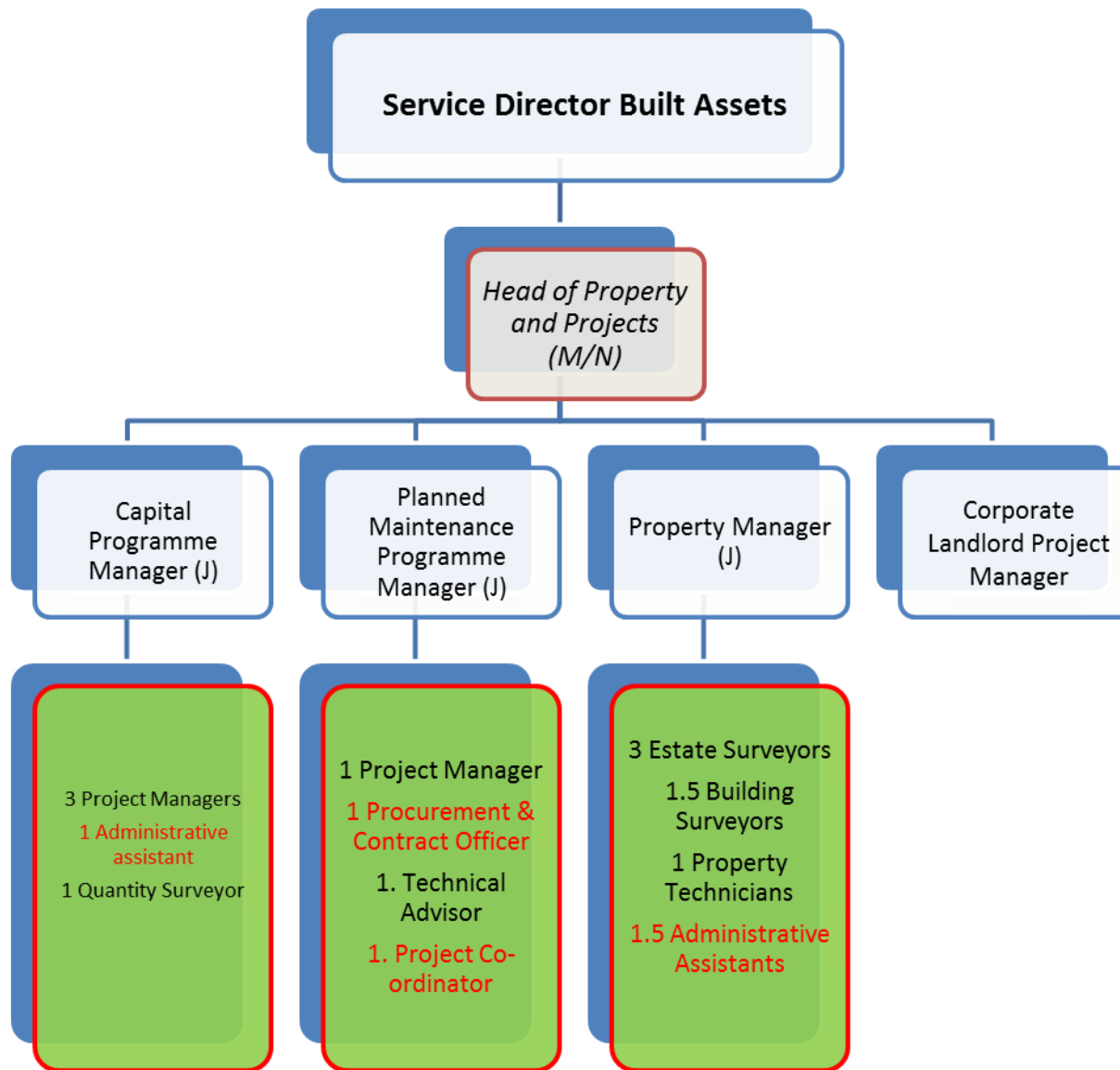
1. To work closely with all of the Corporate Directors, Service Directors and Heads of Service across the organisation to ensure that corporate landlord approach is delivered, capital projects are planned, FM and Health & Safety is delivered in support of the organisation's strategic and operational objectives.
2. To be lead adviser for property, capital project/programme, FM and H&S matters and a board member of relevant corporate boards and policy groups/panels, contributing to the strategic vision and delivery of a range of corporate priorities and service objectives, such as the timely delivery of new school projects to ensure the council fulfils its statutory duty to provide sufficient school places and timely delivery of FM services to ensure the council fulfils its duties.
3. To communicate the Council's vision, values and strategic objectives to staff and partners to achieve a culture of clarity of purpose and high performance

December 2017

4. To agree service level targets which can be used to monitor the performance of the service, holding it to account for improving outcomes
5. To work as a senior manager with Directors and service heads across the Directorate and across agencies promoting integrated working.
6. To work closely with the Service Director Built Assets and colleagues in order to create a coherent and responsive property service that creates and maintains buildings fit for purpose
7. To contribute to the overall leadership of the LA through membership and provision of expert advice to senior management forums, boards and appropriate panels
8. To maintain leading edge knowledge and understanding of the area of the service's responsibility including effective data analysis to review performance and plan for improvement
9. To provide leading specialist advice to staff and Councillors across the organisation and to other external agencies
10. To develop initiatives which reflect good practice in the service's field of expertise ensuring that the service plays its part in the development and success across the council.
11. To line manage and lead the service and ensure continuous improvement within the designated service areas, performance against local and national expectations
12. To ensure regular performance management, appraisal and professional development for all staff within the service in line with the organisation's Performance Framework
13. To plan, monitor and control the expenditure of service budgets and that resources including staff are deployed effectively. To ensure staff are organised, managed and motivated to deliver a high quality and cost effective service
14. To ensure the dissemination of relevant research reports and other publications
15. To ensure that appropriate health and safety policy and procedures are followed
16. To manage the recruitment and selection process for all members of staff within the areas of responsibility
17. To ensure an effective "customer focus" and involvement in service design and delivery
18. To investigate complaints and disciplinary matters in accordance with corporate and divisional procedures
19. To chair and attend panels and working groups as appropriate

December 2017

20. To ensure that returns are made to external bodies e.g. Department for Education, Audit Commission
21. To undertake any duties of a similar nature commensurate with the grade as may be required from time to time
22. To implement the Council's equalities policies and in particular, to understand the implications of equalities policies in all dealings



PERSON SPECIFICATION

Awareness Some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

Significant Knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

Extensive Knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

Person specification	Examples specific to role	Required		Level			Method of assessment interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE							
Technical knowledge and qualifications	Detailed knowledge and understanding of the legislative and regulatory framework of one of more of the areas of responsibility	X				X	Interview and application form
	Excellent understanding of the political context and environment of local government	X				X	
	Significant experience of partnership and multi-agency working at a senior level	X				X	
	Significant experience of policy development and successful implementation	X				X	
	Significant experience of project management approaches, including in the role of Programme Director.	X				X	
	Managing Successful Programmes (MSP) Qualification		X			X	
	Prince2 or APM Project Management Qualification		X			X	
Graduate Management qualification	X				X		
Planning and organising work	Thinks and acts strategically	X				X	Interview and application form
	Highly developed oral and written communications skills	X				X	

	Works strategically across Council and with partners	X				X	
Planning capacity and resources	Able to plan and set budgets and use resources flexibly	X				X	Interview and application form
	Able to lead and motivate staff	X				X	
	Able to engage and work together with partners, schools and settings	X				X	
Influencing and interpersonal skills	Shows leadership within Council and with partners	X				X	Interview and application form
	Demonstrate strong commitment to the public service.	X				X	
	Has a high degree of integrity	X				X	
	Demonstrates strong interpersonal and networking styles	X				X	
	Demonstrates strong commitment to the promotion of equal opportunities	X				X	
	Uses political judgment and sensitivity	X				X	
	Shows a resilience and toughness under pressure	X				X	
	Shows a high drive for achievement	X				X	
Shows a high degree of awareness towards the needs of customers	X				X		
PROBLEM-SOLVING							
Using initiative to overcome problems	Good analytical skills	X				X	Interview and application form
	Able to harness resources and think creatively to find solutions	X				X	
Managing risk	Is able to assess and manage risk, putting in place effective plans to mitigate high risk	X				X	Interview and application form
Managing change	Experience of managing change in a major organisation	X				X	Interview and application form
ACCOUNTABILITY and RESPONSIBILITY							
Undertakes tasks without supervision	Undertakes tasks without supervision	X				X	Interview and application form
	Takes responsibility for overall performance	X				X	
	Is open and honest at all times	X				X	

Managing people	Supports and motivates staff	X				X	Interview and application form
	Ensures staff have skills for the job	X				X	
	Deals effectively with poor performance	X				X	
Managing financial resources	Experience of successfully managing significant financial budgets (capital & revenue)	X				X	Interview and application form

COMPETENCIES REQUIRED

All post holders must be able to comply with the Council’s core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.

SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.

In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.

Other information

- Able to travel to meet service delivery requirements
- Available to undertake work outside of normal working hours

Signed Job holder	Signed Line Manager	Signed Assistant Director	

December 2017

Print Job holder	Print Line Manager	Print Assistant Director	Date
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