



## **Job description**

<b>Job title:</b>	Senior Estates Surveyor
<b>Post No:</b>	009C&N
<b>Grade:</b>	Band 13
<b>Directorate:</b>	Growth and Regeneration
<b>Reports to:</b>	Corporate Property & Asset Manager

### **Purpose of the job:**

Overseeing a small team with direct line management responsibility for facilities management staff. To take the lead for the estate management of the Council's corporate property and assets, including car parks, allotments, community centres, commercial buildings and other assets. To oversee the effective management and delivery of service charges, planned maintenance and repairs programme, facilities management, health & safety, and external stakeholder engagement, as it pertains to the Council's corporate and commercial property assets. To lead on lease negotiations, rent reviews, service charges and the marketing and letting of vacant property as well as commissioning external valuations.

### **Main areas of responsibility**

To assist the Corporate Property and Assets manager in managing the Council's corporate and commercial estate, including instructing building surveying services for surveys, condition reports, specifications of work and planned preventative maintenance schedules, and managing contractor and landlord services, and overseeing the facilities team and car parks.

To manage the partner relationships in the sharing of accommodation within the corporate property estate, including overseeing the Facilities Management partner meetings. Working with colleagues and partners on an office strategy policy including relocations within the corporate estate.

To ensure service charges are undertaken in a timely fashion, including annual budgets and year end accounting and reconciliation liaising with finance team as applicable. To follow best practice with reference to the RICS service charge code.

To ensure compliance with the relevant statutory requirements in the management of corporate and commercial property assets, including health &

safety and compliance in delivering facilities management services and management of contractors and suppliers.

To be responsible for maintaining and improving rental income through the effective management of the estate, via new lettings, lease renewals and rent reviews, and maximise the net rental income through effective management and recovery of costs across the estate.

To provide leadership to staff to create a strong performance culture and provide excellent service delivery. To develop skills and capabilities of staff to deliver high quality services with commitment and passion.

To constantly strive to improve procedures and systems to achieve maximum efficiency in accordance with determined quality standards and performance indicators.

To manage relevant budgets and ensure compliance and accountability to the Council's financial procedures including effective budget management and monitoring.

To procure consultants and contractors in accordance with the Council's contract procedure rules and manage contracts effectively.

To undertake tenant and stakeholders consultation exercises and satisfaction surveys and investigate and deal with day-to-day internal and external customer queries and complaints

To promote, facilitate and assist in the development of the Council's corporate and strategic approach to service delivery.

To ensure the Council delivers quality services to business and residents; understanding what really matters to our customers

To ensure compliance with all relevant Council policies, statutes and regulations.

## **Values**

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; responding positively to challenges.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## **Health and Safety**

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## **Equality**

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

### **Criminal background check**

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



## **Person specification**

A team orientated individual, requiring minimum supervision, with extensive experience of estates management of commercial property, capable of dealing with a wide range of stakeholders across multiple departments and sectors.

Experience of leading and managing the performance of a small team, providing services for estate and facilities management for commercial property.

A flexible attitude towards work and embrace change. An awareness of disadvantaged groups and be aware of the issues around their needs.

Evidence of prioritising work to deliver the operational goals of the service .

Developed experience of leading on complex estates management matters, including the delivery of maintenance and repair programmes, and service charges including the delivery of contractor and landlord services, as well as managing building surveyors on small works projects and condition surveys.

An understanding of the RICS Service Charge Code

Extensive experience and knowledge of Health & Safety legislation relevant to the estate management of commercial property including in relation to the management of asbestos, legionella, and Fire Risk.

The ability to evidence tact, diplomacy and political awareness.

Comprehensive experience of producing reports, presentations or presenting evidence at examinations, public inquiries, tenant scrutiny groups or cabinet meetings.

Developed professional skills in communicating at a range of levels, with excellent negotiation skills

Excellent working knowledge of Microsoft Office suite applications

### **Qualifications**

GCSEs in Maths and English at grade C or above

A relevant real estate qualification to HNC or higher

Fully qualified MRICS with development experience