

# Senior Manager – Property Management and Property Information

<b>Service</b> Strategic Asset Management Property and Estates	<b>Reporting to</b> Head of Strategic Asset Management	<b>Location</b> Swinton Civic Centre	<b>Grade</b> 5C
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## About the role

- Lead and manage the Property Management and Property Information teams, to deliver an effective and responsive property management and information services for the Council's investment Estate, which is legally compliant and efficient, and maximises returns.
- To plan, develop, lead and deliver activities and services to facilitate effective business operations; develop and maintain assets and deliver customer needs.
- To manage and control the estates management function across all investment property on behalf of the Council, ensuring effective business relationships are established and maintained with customers, partners, contractors and other third parties.
- Maintain and ensure that Council's investment property trades as a profitable business unit, clearly focused against customer need and contributing added value to the Council
- Lead a high performing property services team that provides a first-class service across the council's property estate, with clear, ambitious and structured development plans to ensure ongoing improvement in capability.
- Alongside the Head of Strategic Asset Management develop and deliver Business Plans which establishes a firm basis for sustained growth and profitability.
- Put into place appropriate methods for benchmarking performance against relevant industry comparators, identify and deliver "best practice" (where appropriate) and lead the creation of a business culture driven by performance against objectives and targets that provides for proper financial management and the objective measurement of post activity audit and evaluation.

- Lead, and deliver a first-class estates management service across the council linked to clearly identified customer needs which is capable, in time, of competing successfully in the open market for the supply of property-related services.
- Lead the performance management of the business to ensure that key financial targets are met and that service partners deliver against challenging SLAs and KPIs.
- To lead, motivate and develop all employees within the team, ensuring a flexible and efficient approach to the management, delivery and administration of estates services is maintained, ensuring that the Team are fully conversant with their statutory responsibilities.
- Manage and control the non-operational property estate to ensure that it is fit for purpose and meets the needs of the council
- Responsible for the delivery of the Asset and insurance valuations
- Ensuring we have accurate property intelligence for budgeting, monitoring and forecasting purposes.

## Key outcomes

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- Workloads, KPIs and targets for the Property Management and Information team are set and regularly reviewed
- Setting and achieving revenue and capital budgets for the Investment estate
- The service is operating as a professional service to our customers. The teams are working to professional standards and supporting their development.
- Performance management of the team to ensure that key financial targets are met and that service partners deliver against challenging SLAs and KPIs.
- Team are fully competent in their roles, providing guidance and training where appropriate
- Rent and other income streams are correct, collected on time and to budget.
- Asset Valuations are carried out on time and in accordance with best practice in line with RICS Guidance

## What we need from you

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- To model and demonstrate our values and leadership behaviours.
- Professional credibility through proven experience of leading and managing a service within a similar field, with a record of delivering against key performers
- Ability to motivate, engage and develop people to deliver shared outcomes
- Excellent communication skills at all levels, both internally and with our external customers and contractors.

- Relevant and evidenced experience as a property surveyor, in particular operating at a senior level.
- RICS qualified
- Able to think strategically in identifying and delivering solutions and outcomes
- To work alongside colleagues, partners and other services to improve performance and/or resolve business critical issues

# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

## Tailored Development

To be developed with the successful candidate.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our vision and priorities

### Our vision

The council has a vision is to create 'A fairer, greener and healthier Salford'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

## The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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# Our leadership behaviours

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## **As a values-based leader you will:**

- Model the values and embed them into the way your team delivers services.
- Hold people accountable for demonstrating the values.
- Respect and care for others, treating everyone fairly, valuing and welcoming diversity, respecting people's identity, listening and acting on the things people say to enable everyone to achieve their full potential.
- Be honest, taking responsibility for your actions and decisions.
- Use resources that you are trusted with wisely.

## **To lead others, you will:**

- Listen to understand, not to defend.
- Give people the freedom to use their initiative.
- Provide opportunities for people to discuss and solve problems and issues – focussed on learning, not blame.
- Regularly provide coaching and support to others to help them achieve their objectives and potential.
- Appreciate and build on people's strengths.
- Motivate, engage, encourage and inspire others in order to be the best they can be.
- Build lasting productive relationships with residents, partners and elected officials.

## **To lead outcomes, you will:**

- Be visible, inject pace, vigour and purpose.
- Expect high standards; mediocrity is not acceptable.
- Take an evidence and whole system approach in making decisions.
- Maximise technology and models to deliver quicker, easier, better services.
- Have a digital mindset, fully utilising digital systems and solutions to deliver services efficiently and effectively.
- Set context and challenging goals that will motivate people to take ownership, maximise performance, and develop.

## **To build and communicate a vision for the future you will:**

- Be optimistic and ambitious for the city and its people, helping others to understand the need to change how we do things.
- Build strong collaborative relationships to find creative ways to make services more sustainable and flexible.
- Recognise and value the strengths of people and places, taking a strengths-based approach to make the most of opportunities.
- Support people through change, in undertaking new things, and taking risks.
- Take a place and whole system approach in designing, delivering, and leading services developing solutions with our partners.
- Ensure inclusion is integral to service delivery and organisational performance and develop a resilient, diverse workforce who reflect the increasing diversity of our city.
- Be optimistic and ambitious for the city and its people, helping others to understand the need to transform public services.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

### Role details

Completed by: Steph Mullenger

Date: August 2023

Job code:

Job score: 5C

Date of evaluation: August 2023