



Corporate and Support Services Job Description

Post Title: CSS Senior Officer Grade 1
Service Area: Estate and Asset Management
Directorate: Corporate and Support Services

Salary Grade: SO1

Responsible to: CSS Senior Manager

Responsible for: CSS Officers and CSS Support Officers as required

MAIN PURPOSE OF THE JOB:

- To provide technical and professional advice and support across a range of disciplines within the Estate and Asset Management Service.
- You will be professionally qualified or have extensive experience in at least one property discipline, including Estate/Asset Management, Valuation, Building Surveying, Facilities Management, Project/Programme Management, building surveying, architecture, quantity surveying, and construction/design management.
- To provide high quality, cost effective Corporate and Support Services to customers to support the management and delivery of services, taking a holistic, joined up view of service design, delivery and evaluation.
- To be responsible for the efficient and effective provision of a wide range of project and programme management support functions within Estate and Asset Management, which support the delivery of corporate priorities and objectives for all Council land and buildings including operational, investment and schools Estates.
- To be responsible for the identification of running costs of individual assets and their performance. Provide knowledge and skills relating to buildings maintenance and health and safety requirements in public buildings.
- Provide governance to a range of contract cost and performance monitoring of multiple projects and programmes within a local authority/public based environment.
- To provide supervisory support to a small team or give professional advice and guidance to the organisation in order to meet statutory requirements and mitigate risks.
- To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate.

PRINCIPAL DUTIES & RESPONSIBILITIES:

To contribute to the key aims and objectives of the organisation, both within the post holder's specific remit, across the section and Council as a whole.

1. Seeing the big picture

- Identifying issues and trends which might affect your service and ensuring activities are aligned to service priorities.
- Developing a shared understanding and knowledge of your own and other CSS service areas.

2. Changing and improving

- Responds to issues requiring a good understanding of work-area and policies and procedures.
- Takes ownership of issues to ensure they are addressed providing explanations but seeks advice on difficult or complex matters.
- Resolves difficult operational problems in a thorough and timely manner.
- Encourages ideas from others to develop solutions to problems.
- Identifies issues, considers risks and develops solutions through in-depth information gathering and analysis.
- Prioritises work, taking into account own work area and needs of larger work area but escalates any issues concerning demand and capacity to deliver.

3. Makes effective decisions

- Makes objective decisions at the appropriate level guided by procedures and practices requiring some interpretation.
- Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making.
- Analyses and interprets a range of data sources to inform decisions and ensure that resolution is achieved through reference to a variety of policies, procedures, and past practices.
- Monitors and deals with confidential issues using discretion and judgment.
- Makes recommendations to solve and resolve problems.
- Ensures compliance with established standards.

4. Leading and communicating

- Provides line management and leadership of function teams as appropriate.
- Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism seeking support on unfamiliar areas.
- Communicates in a succinct and engaging manner using appropriate styles, methods and timing including digital channels to maximise understanding and impact.
- Recognises the contribution and achievement of others.
- Conveys information to others and takes steps to ensure understanding.
- Tailors communication to different audiences.

5. Collaborating and partnering

- Establishes relationships with a range of stakeholders to support the delivery of directorate and Council outcomes.
- Generates a shared focus and understanding and shares information in a clear and concise manner at times involving others.
- Deals with conflict in a prompt, calm and constructive manner.
- Supports collaborative team working across the directorate and Council.
- Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.

6. Building capability for all

- Identifies and addresses capability and development requirements of self and others to deliver current and future work.
- Supports others to achieve challenging goals.
- Delegates to and follows up on work of others. Trains others regarding policies and procedures.
- Provides guidance and training to less experienced staff.
- Identifies and resolves issues in own workgroup.
- Seeks and acts on feedback to evaluate and improve individual and team performance, facilitating ideas for change.

7. Achieving commercial outcomes

- Works with commercial experts to support alternative delivery models and more efficient outcomes,

balancing cost and quality.

- Works with colleagues and partners to improve service delivery.
- Analyses and uses information to assess costs, benefits and risks of different delivery models.

8. Delivering value for money

- Supports effective use of resources and recommends actions to achieve value for money.
- Supports an increased awareness of cost and performance management.
- Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.

9. Managing a quality service

- Creates and updates manuals and internal procedures.
- Uses project management skills and techniques to achieve outcomes, identifying risks and mitigating actions.
- Develops and maintains systems to review service standards to provide quality and value for money.
- Works with teams to set priorities, goals, objectives and timescales and develops plans to improve service quality.
- Ensures confidentiality and compliance on Councils procedures for data and information management.

10. Delivering at pace

- Supports and where appropriate supervises teams to achieve agreed goals and objectives.
- Demonstrates a positive approach and maintains focus on priorities.
- Takes responsibility for delivering expected outcomes, recognising the contributions of others.
- Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations.

ADDITIONAL RESPONSIBILITIES

- To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
- To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account

Version 1.0 Final (30/07/2018)

Last Update: 30th July 2018



ANNEX
CSS Senior Officer Grade 1 (Generic)

This Annex provided a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

Function	Activities
Estate and Asset Management	<ul style="list-style-type: none"> • Offer technical expertise and advice on a range of the following: <ul style="list-style-type: none"> o Asset Management o Facilities Management o Estates Management o Multi-disciplinary design o Development Management o Project and Programme Management o Community Buildings Management o Portage and caretaking services o Contract management of supply chain

Stockport Council
Generic Competency Person Specification

Job Title: CSS Senior Officer – (S01)
Directorate: Corporate and Support Services

Attributes	Competency	SCORE				Essential or Desirable	Selection Method TBC
		0	1	2	3		
Experience	Experience of managing projects/programmes and/or workloads, achieving objectives to time and quality.					Essential	
	Experience of implementing projects and processes within a political environment.					Desirable	
	Experience of working with stakeholders to implement change or delivery of key projects.					Essential	
	Experience of analysing data and evaluating options to provide solutions.					Essential	
	Experience of supporting teams to achieve their goals.					Essential	
	Experience of managing service resources to achieve value for money and provide a high quality service.					Essential	
	Effective operational management, negotiating, influencing skills and demonstrating commercial/entrepreneurial flair.					Essential	
	Experience of working in a local government, public sector or similar environment.					Desirable	
Technical Skills	Effective interpersonal skills working with colleagues to negotiate and influence to achieve positive outcomes.					Essential	
	Effective organisational skills or knowledge of project management techniques.					Essential	
	Analytical skills with the ability to interpret and identify key issues.					Essential	
	Effective oral and written communication skills with a confident presentational style.					Essential	
Qualifications	Professionally qualified or extensive experience in at least one property discipline as Estate/Asset Management, Valuation, Building Surveying, Facilities Management, Project/Programme Management, building surveying, architecture, quantity surveying, and construction/design management.					Essential	

	Where appropriate, clean driving licence.					Desirable	
Corporate Competencies and Behaviours	Getting things done through people and helping people to maximise their contribution.					Essential	
	Making most efficient and effective use of resources available.					Essential	
	Delivering services that are focussed on customer needs.					Essential	
	Developing and Maintaining Effective Working Relationships.					Essential	
	Managing own workload effectively and taking responsibility for own development.					Essential	
	Communicating effectively in both written and face to face communication.					Essential	
	Able to make effective decisions and present arguments/facts to help others make decisions.					Essential	
Additional Factors	To meet Stockport Council's standard of attendance.					Essential	
	A willingness to be flexible in a changing environment.					Essential	
	Understands and actively supports Stockport Council's diversity & Equality Policy.					Essential	