

# Job Description and Person Specification

Role: Property Manager / Area Surveyor



## Job Description

<b>Job Title</b>	Property Manager (Grade 6)/ Area Surveyor (Grade 7)
<b>Grade</b>	Grade 6/7 (see educational needs)
<b>Service</b>	Commercial Property Management
<b>Reports to</b>	Head of Commercial Property Management
<b>Location</b>	One Friargate
<b>Job Evaluation Code</b>	D2914D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

- To provide customers with a professional and effective advisory service and project management services on all matters relating to commercial property buildings across the portfolio to assist tenants in maintaining effective use of premises.
- To manage, monitor and control allocated projects, acting as the client's representative to ensure compliance with brief, budget and timescale
- Provide professional technical advice to promote best practice with regard to building maintenance and specific projects; to procure, project manage and deliver contracts or works in accordance with policy and set procedures.
- To develop and maintain positive working relationships with all customers to promote the service objective that the Council should be the commercial landlord of choice; and to maximise the net financial return from the property portfolio as applicable.
- To manage and develop the Council's property assets, in conjunction with property management teams.

## Main Duties & Key Accountabilities

### Core Knowledge

1. To provide a single point of contact for a specific portfolio of Customers, effectively liaising with them in order to correctly interpret their needs with respect to all building and site related matters.
2. To interpret customer needs and provide appropriate schemes to include adaptation or design to meet the customer's brief and appropriate legislation
3. Manage and ensure that projects are completed on time; manage project budgets; at the appropriate quality; and in accordance with the Council's requirements and expectations
4. To provide professional technical advice to a portfolio of Customers to enable them to make informed decisions, and to ensure that they are aware of statutory and legislative requirements.
5. Conduct meetings with customers to provide an advisory service ensuring that all statutory matters relating to the use of premises, are adhered to.
6. Develop and maintain strong customer relationships with the Council's commercial property tenants as the first point of contact for day- to-day enquiries and support.
7. Contribute to the development and implementation of systems, procedures and practice to ensure continuous improvement of quality, customer focused services.
8. Provide regular reports as requested to the Valuation Surveyors on work programs, general issues, disputes and service delivery.
9. To provide accurate budget estimates in order to assist the Data Team in their planning and budgeting requirements.
10. Prepare estimates, quotations, bills of quantities and preparation of formal tender documents in accordance with the City Council's policy and procedures

11. Analyse quotations received, making appropriate recommendations, verification of customer instructions, placement of orders and preparation of formal contract documents in accordance with City Councils policy and procedures.
12. Instruct and manage external contractors and in-house services, in relation to work requirements, project manage and supervise contractors to ensure:
  - Compliance with contract conditions;
  - Compliance with the City Council's Health & Safety Policy;
  - Acceptable standards of workmanship;
  - Completion of work to the satisfaction of the customer.
  - To instruct and manage external consultant project teams to successfully deliver projects
13. Consider claims for additional work and issuing of variation orders where justified. Ensure that claims for payment and certification of accounts are agreed and authorised, monitoring expenditure against budget and contract value.
14. Where relevant, regularly undertake routine inspections of communal areas and void properties that are within the Commercial Property Portfolio. Taking note and action any repairs and maintenance needed. In addition, ensuring adherence to Estate rules in force at the time and statutory compliance such as the Fire Safety Order
15. Procure agreed services and supplies to land and buildings under management in accordance with the Council's procurement policies and procedures ensuring demonstrable value for money to service charge paying tenants. Forecasting and approval of sinking funds and service charges.
16. Interpret lease and other legal agreements to ascertain landlord and tenant responsibilities including the preparation, negotiation and implementation of dilapidation schedules with appropriate support from valuation surveyors.
17. To generate fee income and conduct accurate budget monitoring and management in consultation with valuation surveyors to ensure recovery of all appropriate costs from customers.
18. Inspect land and property, identify and order maintenance, repair or other action needed to be implemented by the Council, as landlord or landowner, monitor contractor performance and tenant satisfaction with outcomes.
19. Effectively enforce tenant obligations under maintenance and repair covenants in leases liaising as necessary with valuation surveyors.
20. Arrange for repossession of illegally occupied Council land property, appearing as a witness in legal proceedings on behalf of the Council when required.
21. Contribute to the development of programmed repair and maintenance and major capital works, implementing the agreed programme on time and within budgets.
22. To contribute to the creation of, manage, monitor, and control the Division's Capital Programme effectively and efficiently whilst ensuring best value.
23. Any other duties and responsibilities within the range of the salary grade

## Key relationships

External	Internal

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder: N/A



## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Detailed knowledge of services provided through term contracts in relation to projects and building maintenance, including all relevant legislation together with DDA.	
Development of quality services.	
Ability to carry out initial surveys, measure, interpret and prepare outline briefs and specifications etc.	
Aware of Customer needs and trends	
Detailed knowledge of legislation relating to the management of commercial property, for example Health and Safety, Landlord and Tenant and Disability Discrimination legislation.	
Understanding and commitment to equal opportunities in the workplace and service delivery.	
<b>Skills and Abilities</b>	
Able to carry out work of complex nature with minimum supervision and to identify and implement effective solutions to problems using own initiative.	
Able to lead, motivate and effectively manage a multi-disciplinary professional and technical team with regard to term contractors	
Project management skills to ensure successful outcomes of projects	
Ability to deploy team resources flexibly to respond to changing priorities	
Ability to listen and speak to customers, colleagues, and manage contractors at all levels and conduct effective negotiation to achieve project delivery.	
Demonstrate well developed inter-personal skills to engage with customers, develop and maintain sound, long-term working relationships.	
Able to confidently use information technology including word processing, spreadsheet and database software to support effective working practices.	
Able to confidently manipulate numeric information to support effective budget monitoring and management.	
Able to interpret maps and plans including accurate scaling of dimensions.	
Good budgetary control skills, for managing service charges and repair programmes etc.	
Willingness and ability to respond flexibly to changing priorities and provide an energetic and enthusiastic approach to the work of the	

organisation.
The ability to manage time effectively and independently plan to ensure work is completed within identified timescales.
Able to manage a major personal workload and assist with the development of procedures and working practices.
Able to work as part of a team and guide and advise other staff.
High level of verbal, written and inter-personal communication skill with a diverse range of people.
Organisation and prioritisation of personal workload.
Project Management skills to ensure successful outcomes of projects.
Able to link effectively with customers, other sections of the Council and outside bodies for the benefit of the service.
Able to deliver work to a high professional standard.
Able to review, develop and improve existing working procedures to achieve high quality standards and provision of services to meet customers needs.
Ability to be sensitive to the needs of the customers and colleagues.
Able to resolve dispute queries with tenants regarding repairs, leases, rent payments and service charge and sinking fund contributions
<b>Experience:</b>
Substantial Experience of the management of land and buildings, construction or a directly related field.
Management of a professional and/or technical team
Preparation of budget estimates
Building contract administration including obtaining quotations, placing orders, site supervision and settlement of final accounts.
Monitoring contractor's performance, quality of workmanship and health & safety requirements on site.
Experience of Project managing large and or numerous schemes.
<b>Education</b>
For GRADE 7 – Requirements are educated to degree standard or able to demonstrate substantial equivalent experience in construction/building management
Hold the Health & Safety qualification (NEBOSH General) to promote safety of commercial properties and ensure contractor compliance.



<b>Special Requirements</b>
Willingness to attend some meetings etc outside of normal working hours
Able work in outside elements, walk considerable distances and perform tasks of a physical nature e.g. climb ladders or undertake inspections.
Able to drive and possess a current full driving licence.

<b>Date Created</b>	Feb 2020	<b>Date Reviewed</b>	Nov 2023
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