

Job Description and Person Specification

Role: Estates Surveyor Manager



Job Description

Job Title	Estates Surveyor Manager
Grade	9
Service	Property
Reports to	Head of Commercial Property Investment Portfolio
Location	One Friargate
Job Evaluation Code	D2908D



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

- Provide good quality building and property management advice.
- Lead and manage a team.
- Lead on allocated projects to maximise net financial returns from the Council's commercial property assets through management strategies and disposals as appropriate.
- Deputise for the Head of Commercial Property Investment Portfolio

Main Duties & Key Accountabilities

- Plan, co-ordinate and conduct a substantial personal workload including complex and/or high value cases, projects and specific assignments and attend Tribunals, Court etc. as an expert witness as required.
- Independently evaluate, select and apply complex surveying practices in accordance with professional standards and the Councils policies and procedures.
- Act as Line Manager for a team in accordance with corporate policies and procedures ensuring effective recruitment, training, motivation, and discipline. Undertake annual appraisals and set performance targets.
- Manage the delivery of specific projects to maximise the net financial return from the Council's commercial property assets. Prepare and maintain a programme for the delivery of the project and review at key stages.
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- Monitor and effectively manage delegated income and expenditure budgets in accordance with relevant procedures. Act as budget holder for specific projects.
- Advise and assist the Head of Commercial Property in keeping the teams' method of operation and processes under review to ensure that they are fit for purpose that will advance and improve the Commercial Property service.
- Keep up to date with industry and professional trends, legislation and case law to ensure consistently high standards of practice.

- Identify and implement opportunities to generate new and innovative income streams wherever possible that are consistent with the Council's objectives.
- Ensure that appropriate arrangements are in place to satisfy the Council's statutory obligations as a commercial property landlord.
- Mentor, advise and guide the team to ensure the effective delivery of the service.
- Investigate queries and complaints when required and resolve other issues having regard to the Council's commercial interests and in accordance with the Council's customer care standards.
- Deputise for the Head of Commercial Property Management as required, attending management team meetings, Cabinet Member briefings and other appropriate meetings as required.
- Protect and enhance the portfolio's performance.
- Manage the Annual Asset Valuation Process
- Any other duties and responsibilities within the range of the salary grade.

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: Managing the Estates Surveyors. Numbers will vary from time to time depending on the needs of the service.

Person specification

Job Evaluation Code	
Knowledge	
Good knowledge of the principles of Landlord & Tenant, property management, leasing and letting, relevant legislation and professional codes of practice.	
Strong background on delivery of asset valuations for financial reporting purposes	
Advanced understanding of providing effective commercial property services to customers in a competitive market.	
Principles of financial management and budgetary control.	
Principles of equal opportunities in the workplace and in delivery of services to customers.	
Skills and Abilities	
Excellent communication (written and oral) and negotiation skills to undertake complex or sensitive cases.	
Ability to effectively plan, manage and complete a personal caseload.	
Ability to develop and implement creative solutions and proposals to problems and issues and the ability to recognise opportunities to improve services and the performance of commercial property assets.	
Project management skills to ensure successful outcomes to major projects.	
Good information technology skills to utilise property and financial information databases, spreadsheets, internet etc.	
Ability to manage, guide, supervise and lead employees and work as an integral member of a team.	
High level of commercial judgement to in conclude completion of property deals in the best financial interests of the Council.	
Able to develop and implement policies and practices to improve the performance of the commercial property portfolio.	
Able to respond positively and flexibly to changing priorities and workload.	
Strong budgetary control skills - rental income, service charges / sinking funds and capital budgets.	
Experience	
RICS qualification or relevant experience in commercial property and managing projects & people.	
Experience of managing and motivating a team.	

Substantial experience of commercial property and co-ordinating a range of professional, financial and operational issues to a successful conclusion.
Qualifications
Educated to degree level and a fully qualified Member of the Royal Institution of Chartered Surveyors or working towards becoming a full RICS member with suitable experience.
Special Requirements

Date Created	September 2023	Date Reviewed	September 2023
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