

Asset Manager (Commercial and Development) 

JE Code: JE1482

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service:** | Property and Development |
| **Reports to:** | Assistant Director of Property |
| **Job Family:** | Professional & Technical |
| **Grade:** | L |
| **Political restricted:** | Y |
| **Date:** | January 2024 |

**Key Deliverables**

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| **1.** | To lead the Commercial and Development Business Unit, to provide operational direction and ensure the delivery of a full range of high-quality property services across a mixed property portfolio to a range of clients and customers. |
| **2.** | To ensure that all services are carried out in accordance with best practice and industry standards, are compliant with the relevant property and health and safety legislation, and to ensure that effective procedures are in place to successfully deliver the required policies and standards of service within the agreed budget parameters, taking corrective action as needed. |
| **3.** | To resolve complex casework where interpretation, judgement and discretion are involved, delivering the best strategic outcomes for MKCC, which will involve using diplomacy and negotiating skills and ensuring the ongoing development of skills within the team. |
| **4.** | To lead, advise, and direct property related programmes and/or projects, ensuring compliance with MKCC’s Contract Procedure Rules, the agreed project management approach, and all relevant legislation. To ensure the professional standards of conduct and service delivery of the RICS are adhered to. |
| **5.** | To be responsible for the effectiveness of converting strategic decisions into operational activities and procedures and the communication of impacts at all levels. |
| **7.** | To actively seek out and implement service and systems improvements in line with best practice and financial objectives taking responsibility for the performance of the team, which will be evidenced through continuous performance management of the team and productivity. To seek and implement opportunies to deliver savings in support of MKCC operational objectives. |
| **8.** | To assist and deputise for the Assistant Director of Property as required and assist in delivering the overall service objectives to a range of clients and to support the decision-making process. |
| **9.** | Directly responsible for income generation across the Councils property portfolio including overseeing debt management and collection of arrears including court attendance. Responsible for managing revenue budget in excess of £2M and capital spend of up to £15M. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Extensive demonstrable property or asset management experience with in-depth knowledge of legal and regulatory requirements related to property management, including (but not limited to) the Landlord and Tenant Act, Local Government Act, Occupier’s Liability Act, Land Registration Act, Building Safety Act, Fire Safety Order, Health & Safety at Work Act plus statutory compliance Codes of Practice. |
| **2.** | Educated to degree level or equivalent with an appropriate qualification or membership of a professional body such as RICS. Extensive demonstrable experience and knowledge of directing and managing property services. |
| **3.** | Proven excellent organisation skills, with attention to detail, able to prioritise and effectively meet multiple, simultaneous deadlines. |
| **4.** | Demonstrate strategic thinking; taking account of and identifying a range of longer-term issues opportunities and contingences. |
| **5.** | Extensive demonstrable experience of directing and managing property related programmes and/or projects with high quality outcomes. |
| **6.** | Demonstrable influencing skills and ability to positively challenge across all levels of the organisation. |
| **7.** | Ability to build excellent customer and team relationships, demonstrating a professional aptitude building confidence and trust. Excellent influencing, negotiating, advocacy skills, including the ability to work with a wide range of stakeholders at all levels of the organisation. |
| **8.** | Able to lead others; motivate, enable, and inspire others to succeed utilising appropriate interpersonal styles, including leading by example. |
| **9.** | Demonstrable experience of managing budgets and income generation. |

Job Family 

Professional/Technical

Grade L

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level job holders report to a Director and are responsible for the development and implementation of strategy relating to several functions within that Service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their area of influence within the Service.

### The knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and thorough understanding of external legislative and societal change. Also by a deeper understanding of the Council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing expert professional leadership across a number of functions.

### Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including Service level change initiatives and risk management. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service’s composition, approach and operating procedures in accordance with wider goals mandated by the service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council’s reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence and reasoned argument. This will occur in written interactions but can also in face to face verbal exchanges where job holders will advocate the Council’s position in response to opposing opinion in a formal or informal setting.

**Decision making and innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level.

At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Director and will devise and implement strategic plans and policy in relation to several functional areas.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people - whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over several functional areas with differing specialties and employee profiles.

### Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.