Role profile

**Asset Manager (Garages)**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Environment and Property |
| **Reports to** | Assistant Director of Property |
| **Job family** | Professional and Technical |
| **Grade**  | K |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date**  | January 2025 |
| **JE Code** | JE2677 |

Key deliverables

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| **1** | Develop and implement the asset strategy for the management of garages, including increasing revenue generation, reducing voids, rationalising the estate, and conducting options appraisals. |
| **2** | Lead and manage a programme of disposals of surplus garages within the General Fund and Housing Revenue Account which is worth in excess of £5M over a three-year period. |
| **3** | Establish a 5-year maintenance plan, funded from increased garage revenue income, to carry out repairs and maintenance of the retained garage stock. |
| **4** | Complete and keep updated a rolling 3-year cashflow projection which takes into account rationalisation and shows a year on year revenue improvement and ensure that plans are in place to achieve the targets set out. |
| **5** | To resolve complex property problems where interpretation, judgement, and discretion are required to deliver the best strategic outcomes for MKCC, using diplomacy, problem-solving, and negotiating skills. |
| **6** | To deliver system and service improvements through a thorough review of business processes, improving record-keeping and data quality and delivering service standards in line with best practice and legal or financial regulations. |
| **7** | Directly responsible for the revenue income from garages up to £1.5M per year including overseeing debt management and collection of arrears. |

*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 city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Educated to a degree level in Estates Management/Asset Planning which may also include a relevant RICS accreditation, or significant relevant experience of delivering a disposals programme at a senior level. |
| **2** | Extensive knowledge of legal regulations governing asset disposals and sound working knowledge of asset valuation methods and market. |
| **3** | A good understanding of the Town and Country Planning Act in so far as it relates to development potential of land and assets. |
| **4** | Able to solve problems in relation to property disposals through innovative and creative thinking. |
| **5** | Excellent verbal and written communications skills, including the ability to issue clear instructions to other professionals providing support services. |
| **6** | Ability to build excellent customer and team relationships with a variety of internal and external stakeholders, including Directors, Councillors, and residents. Excellent influencing, negotiating, advocacy skills and ability to positively challenge at all levels. |
| **7** | Proven excellent organisation skills, with attention to detail, able to prioritise and effectively meet multiple, simultaneous deadlines. |

Job family

**Professional and Technical (Grade K)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city 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
 | **Manager 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
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Professional and 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 city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders report to a Head of Service or Director and are responsible for the development and implementation of strategy relating to two or more 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 sphere of influence within the appropriate functional areas.

**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 awareness of external legislative and societal change. Also by a deeper understanding of the city council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with highly complex, pressing issues on a day to day basis, but will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years ahead, helping to shape 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 city council’s reputation. Job holders will 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 and reasoned argument. This will occur in written interactions and can also be in face to face verbal exchanges where job holders will advocate the city 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 Head of Service or Director and will devise and implement strategic plans 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 functional/directorate level policy and operating 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 (city council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over an entire functional area with differing specialties and employee profiles.

**Impacts and 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.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work

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 may at this level find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.