



UTTLESFORD DISTRICT COUNCIL

Estate Manager Commercial and Asset Management Team

37 hours per week

**Salary Grade 12 - £54,930 to £58,226
(pay award pending)**

Uttlesford District is consistently identified as one of the best places to live in the UK. We're ideally located, with easy access to London and Cambridge and an international airport on our doorstep, and yet, the district still retains its rural character, alongside its market towns and villages.

We are seeking an enthusiastic, highly motivated Estate Manager to establish and lead a small multi-disciplinary team of four staff. You will oversee the delivery of both reactive and planned workload in relation to the properties and other assets owned by the Council. In addition, you will be responsible for the Council owned commercial asset properties, which are spread across the United Kingdom and have a value in excess of £350 million. The role will include liaising with tenants and resolving issues at first point of contact, lease and rent review negotiations to ensure the maximum value to the Council is achieved.

It is essential that you have a 'can do' attitude to work, be self-motivated, flexible, take responsibility for a varied workload, be an effective communicator and be committed to team working. Proven management experience is desirable, but we will welcome applications from individuals wanting to develop a new managerial aspect to their career.

To apply, you must be Royal Institute of Chartered Surveyors (RICS) qualified, or actively working toward the RICS qualification with a minimum of 5 years equivalent related experience.

A full driving licence and access to a car available for work is essential. From time to time, there may be a requirement for some out of hours working.

The role will be varied and exciting. Working for the Council we offer a high level of flexibility, a good work-life balance and the support and opportunity to achieve your potential.

Benefit package for the above post includes:

- Hybrid Working
- Paid holidays
- Contributory Local Government Pension Scheme
- Employee Assistance Programme
- Volunteering opportunities
- Vine extras – Employee discount scheme

For an informal discussion please contact Nicola Wittman on 01799 510413

Please apply online via our recruitment link <https://www.uttlesford.gov.uk/jobs-careers>

Closing date for completed applications is Sunday, 2 October 2022.

Interviews will be held during the week of 10 October 2022.

CVs will not be accepted.

Uttlesford District Council is an inclusive employer and we welcome applications from all. We are proud to be a Disability Confident employer and guarantee an interview to anyone disclosing a disability whose application meets the minimum criteria for the post.

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: Estate Manager

Salary: Grade 12 - £54,930 –
£58,226

Directorate: Corporate Services

Section: Commercial & Digital
Change

Reporting to: Assistant Director Commercial
& Digital Change Management

Located: London Road Saffron
Walden, Walpole Meadows
Stansted; Little Canfield Business
Park OR such other place of
employment in the service of
Uttlesford District Council as
required

Responsible for: Asset Team, (Surveyor, Tenant Liaison Officer, Administrative
Assistant, Site Officer)

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

- 1 To drive the highest standards of asset management across the authority owned land, car parks and buildings.
- 2 To manage the Asset Team.
- 3 To manage the council owned commercial asset properties (value in excess of £350m) that are spread across the country.
- 4 To negotiate leases and lease extensions with new and existing tenants
- 5 To liaise with tenants and resolve issues at first point of contact. To undertake regular inspections of all assets across the country. Follow through items identified to ensure the assets remain in contractual condition.
- 6 To lead on rent collection from all tenants (£15m per annum) and where necessary instigate recovery action.
- 7 To lead on rent reviews as and when appropriate ensuring the maximum value to the council is achieved.
- 8 To proactively manage and maintain the council occupied estate ensuring the buildings at all times remain fit for purpose.
- 9 To actively adopt, promote and plan for asset upgrades that enable better energy efficiency, reduce the council's CO2 emissions and generally embrace the climate change agenda.

JOB DESCRIPTION

Key Responsibilities

- 1 Lead on all aspects of estate management across the authority.
- 2 Work with the Assistant Director of Commercial and Digital Change Management to establish a programme of works that meets the key aims and goals of the authority.
- 3 Manage a team of three people to deliver all aspects of estate management from monthly rent collection, through site inspections, tenant liaison, debt recovery, lease renewal, rent reviews, new tenant introduction and rent agreement.
- 4 Manage the council's commercial assets that are spread across the country. This will involve regular site visits, formal management inspections, follow up remedial works required to be delivered by the tenant, lease interpretation and negotiation. Preparation of asset reports and attend as necessary the Investment Board to present the reports and provide feedback as necessary.
- 5 For the council's core assets, within the district, prepare and maintain a 5-year programme for works to ensure the assets remain fit for purpose at all times. Ensure that proposed works are properly, and timely, communicated to all parties that will be affected.
- 6 React in a positive and timely manner to unplanned issues as they arise and act on own initiative to resolve them, only seeking support when necessary.
- 7 Adopt and promote an approach within the team of 'green first'. The impact of any changes should take into consideration the impact on CO2 emissions and the council's carbon footprint. Changes should also look to be environmentally friendly.
- 8 Act as the Construction Design and Management (CDM) lead officer in all works projects ensuring health and safety legislation is adhered to at all times.
- 9 Establish, manage and maintain an asset IT based system for the authority. The system will need to be the sole system for estate management, including rent collection and recovery.
- 10 For all works, ensure proper procurement processes are followed including, as necessary, writing and letting of tenders.
- 11 Assist the Assistant Director of Commercial and Digital Change Management in the entire process for future asset acquisitions (circa £45m) and sales (circa £75m)
- 12 Adopt a flexible approach to changing patterns of work within the council. Keep up to date with asset management best practice and technologies.
- 13 Produce and maintain a business continuity plan for council occupied assets.

- 14 Produce, maintain and test fire evacuation procedures at all council occupied assets.
- 15 Represent the council at relevant internal and external meetings relating to the duties described above.
- 16 The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1 Knowledge

- Robust knowledge of asset management theory and practice.
- Detailed knowledge of, or the ability to acquire, relevant legislation and understanding of all aspects of building safety.
- A good knowledge and understanding of the asset requirements to enable colleagues to administer Council services.
- Detailed knowledge of information and communications technology.
- Detailed knowledge of providing high performing, quality customer facing services.

2 Skills

- Excellent communication, presentation and negotiation skills
- Excellent customer service and organisational skills
- Effective change manager
- Ability to encourage creative and innovative thinking

- Strategic thinker with a clear vision and the ability to implement plans to achieve this vision
- Ability to use influencing skills to challenge and tease out different perspectives, and to help others see alternative viewpoints
- Ability to manage, motivate and prioritise own workload and that of a diverse team of officers and services to meet all deadlines, statutory and other
- Ability to analyse and then present data clearly and concisely in various formats
- Comprehensive IT system skills

3 Experience

- Ability to work under pressure with regards to prioritisation and decision making when dealing with conflicting workloads
- Ability to build relationships with a wide range of people
- Managing a team and training and developing employees
- Report writing and developing strategic and procedural documentation
- Budget management and control
- Reporting at Senior Executive, Board or Committee level
- Developing and successfully managing relationships with internal and external stakeholders to deliver required outcomes
- Experience of providing high quality services.
- Experience of working in a busy frontline service.
- Excellent customer care skills.

4 Qualifications/Training

- Royal Institute of Chartered Surveyors (RICS) qualification, or actively working toward the RICS qualification and a minimum of 5 years equivalent related experience
- A good standard of education for both written and verbal requirements

5 Circumstances

- Current driving licence and access to a vehicle.
- Ability to work extra hours as necessary and at short notice.
- Ability to attend work out of office hours for and help out with any aspects of work.

Line Manager Core Accountabilities

- Manage employees in working flexibly and collaboratively across structural boundaries as part of a project or process teams in support of key outcomes
- Manage the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members
- Think creatively and constructively challenging to ensure continuous improvement
- Ensure the proper assessment, management and mitigation of risk, including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Role Requirement: This role does not require a DBS (CRB) check

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Essential User: This role does not qualify as an Essential User

Effective date August 2022

VALUES AND BEHAVIOURS - The postholder is expected to demonstrate the following:

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> • Creates and maintains a positive work ethic while striving to get the job done • Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> • Identifies where changes are needed and helps make them happen • Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> • Adopts a proactive and positive approach to solving problems • Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> • Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> • Open and honest in communication with internal and external customers; shows courtesy and respect • Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements • Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> • Understands and responds to customer needs • Actively seeks feedback to improve customer service • Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> • Treats everyone fairly, with respect and dignity, responding sensitively to individuals • Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> • Develops team working in service area and across the council and strives to maintain a high level of motivation • Works across service areas to attain common goals • Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> • Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> • Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> • Acknowledges success/achievements of others in the organisation

**UTTLESFORD DISTRICT COUNCIL
ESTATE MANAGER
BASIC TERMS and CONDITIONS OF EMPLOYMENT**

PRE-EMPLOYMENT MEDICAL	Appointment is subject to a Pre-employment Medical Clearance								
SALARY Per annum	<p>Grade 12 Spinal column points:</p> <table style="margin-left: 40px;"> <tr><td>48</td><td>£54,930</td></tr> <tr><td>49</td><td>£56,028</td></tr> <tr><td>50</td><td>£57,126</td></tr> <tr><td>51</td><td>£58,226</td></tr> </table> <p>Salary is paid on the 23rd of the month by credit transfer directly into the bank or building society of your choice.</p> <p>Incremental progression within your pay band is effective subject to satisfactory performance as measured through our appraisal system and if your start date is such that you are still under probation on 1 April, you will not be eligible for an incremental rise until the following year.</p>	48	£54,930	49	£56,028	50	£57,126	51	£58,226
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PENSION	The Pension Scheme applicable to your employment is the Local Government Pension Scheme (LGPS) and all new employees who are contractually eligible for membership will be made a member of the main scheme. The pension contributions for your pay band is currently 8.5% (employee) and 20.2% (employer), this is deducted at source. You may opt out if you wish but you cannot before starting employment. You must obtain the opt-out form directly from the LGPS Administering Authority, Essex Pension Fund https://www.essexpensionfund.co.uk								
ANNUAL LEAVE Per annum	<p>Basic annual leave is 200 hours (proportionate for the current leave year) rising to 222 hours after 5 year's continuous local government service, plus 15 extra statutory hours leave; the timing of which is reviewed annually.</p> <p>All leave and statutory hours are proportionate to the current leave year</p>								
HOURS	37 hours a week								
PROBATION	There is a six months period of probation for all new employees								

Please note: the details set out above are for information only and do not constitute an offer of employment.