Job Description

Job Title	General Practice Surveyor
Directorate	City Development
Service Area	Property Management
Grade	9
Competency Level	2
Salary	£53,051 - £58,543
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To plan, manage and implement Property and Estate Management Services for a broad range of client stakeholders across the City Council's Real Estate.

To support the Team Leader in the effective and strategic management of the City Council leasehold and freehold property portfolio.

The post holder will be responsible for making a major contribution to the wider business plans and decisions that affect the City Council.

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Directly Responsible For:

Graduates and Trainees

Directly Responsible To:

Team Leader

Main Areas of Responsibility:

- To manage, plan and deliver a range of high quality professional property valuation and estate management services
- Negotiate and complete acquisitions and disposals of leases, licenses and agreements with external landlords
- Prepare Heads of Terms for lease agreements, sales and acquisition documentation, legal consents etc. in consultation with the City Council's Legal Service
- Manage exit strategies for freehold and leasehold properties being vacated
- Ensuring adherence to lease terms and compliance with statutory requirements
- Manage complex portfolios of investment properties and their related budgets to ensure that properties are maintained in accordance with the terms of the lease and lessees are complying with their responsibilities
- Effective property portfolio strategic management (break options, lease renewals, lease expiries, lease exit strategies, tenancies)
- Prepare statutory evaluations in accordance with the RICS red book and CIPHA regulatory provisions for inclusion in the City Council's financial statements
- Manage and monitor insurance requirements in relation to the investment estate

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- Provide professional and technical advice, guidance, and support in the planning and bringing forward projects and regeneration initiatives
- To deliver property management services in a wide variety of settings including industrial, domestic and building construction sites
- Effectively establish and manage internal and external relationships
- Build relationships with key clients to understand their plans and objectives and deliver value solutions, which meet their needs
- Liaise with solicitors and specialist surveyors and consultants to manage properties on time and budget
- Ensure that appropriate and effective management arrangements and positive working relationships are developed within the service
- Manage and develop effective client relationships and develop proactive partnership working with all partners to achieve a high quality reputation and client satisfaction
- Liaise and co-ordinate with other teams including consultants, advisors (property, planning, legal and financial professionals) and contractors to ensure that the Council achieves best consideration for its property in accordance with statutory provisions and regeneration of properties across the City
- Be accountable for playing a key role in contributing to the successful and sound financial management and planning budgeting and forecasting property related costs
- Deliver cost savings and rationalisation across the City Council Property Portfolio as appropriate
- Identify opportunities to increase revenue and or capital receipts
- Liaise with Finance to ensure correct payments are made and ceased accordingly
- Negotiate deals to achieve revenue targets and forecast to deliver financial targets as set out by the City Council

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- Ensure that all property transactions are undertaken in accordance with procurement regulations, the City Council's standing orders and that all relevant City Council authorities are in place
- Interpret and implement legislation, priorities, objectives, strategies and policies as they relate to property and asset management services.
- To make a positive difference to the City Council through achieving business targets
- Identify on going service improvements to ensure Property Asset Management Service offerings are at the leading edge and customer focussed
- Produce and use performance management information, including performance measures to understand, predict and improve service performance
- Contribute to wider business decisions and plans that affect the City Council including the Council's Asset Management Plan and Capital Strategy
- To support business units with property expertise and be knowledgeable and provide general property advice on the City Council's land and property holdings to all service clients to ensure a coherent approach to asset management in relation to the operational property estate
- To lead on quality assurance and collation, analysis and monitoring of property performance data
- Be responsible for managing and updating the property management system
- Be accountable for the development and provision of high quality management information and documentation including procedural documents that are timely, accurate and meaningful
- To prepare documentation and present evidence in court in relation to Leasehold Reform Act Tribunals
- Actively deliver on the development and implementation of efficient, 'best practice' internal systems and processes, optimising IT and other resources

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- To competently use specialist equipment including damp meters, laser measures and technical equipment relevant to the property management task
- Promote strong, direct and effective communications and involvement with all stakeholders
- To supervise graduates and apprentices in the team, acting as a mentor to them with both their work and APC training for RICS professional qualifications
- To manage and develop junior members of the team and assist in all aspects of training and development of staff
- Promote the service through presentations, written and visual material
- To represent the Service as appropriate at City Council meetings, business meetings, corporate working groups, external partnership meetings, exhibitions etc
- Deputise for the Team Leader as required
- Provide effective professional leadership
- Maintain a positive commitment to continuous professional development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of the Portfolio's business and service targets
- Ensure that all work functions undertaken in accordance with all related Health and Safety legislation and relevant codes of practice and the City Council's safety plan
- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure
- Comply with the City Council's policy requirements in relation to equal opportunities and to ensure the implementation and development (where

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appropriate) of non-discriminatory practices in all aspects of work and service provision

- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and in terms of that of direct reports
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It will inevitably change. You will be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management

Supervision and Management Responsibility:

- To supervise graduates and trainees as required

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, re-use and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

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Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position may involve sitting at a desk and using a computer screen for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

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Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, A = Application

Qualification and training

Essential

- Fully Qualified Member of the Royal Institution of Chartered Surveyors (A/I)
- Degree or formal qualification in a relevant discipline (A/I)

Desirable

- Evidence of Continual Professional Development

Experience

Essential

- Extensive experience in relevant discipline (A/I)
- Track record of successful commercial property management in a professional property team dealing with all aspects of property transactions, lease management and valuations on a variety of property types (A/I)

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Desirable

- Experience in working in a value for money environment
- Technical experience in a relevant discipline
- Experience of working in a quality assured environment
- Experience of negotiating, brokering and influencing complex commercial arrangements
- General practice background within corporate, public sector or private practice

Skills/Abilities

Essential

- Plans and prioritises own workload in order to achieve property management deliverables (A/I)
- Commercially minded with a knowledge of property management legislation and current practice (A/I)
- Highly developed communication skills (oral, written and presentation) (A/I)

Desirable

- Demonstrable professional approach and positive attitude with strong problem ownership and problem-solving skills
- Ability to meet strict deadlines within a fast-paced environment, working under pressure and be responsive to changing priorities
- Ability to deal with difficult situations when challenging existing practices
- Demonstrable technical competence in property management and valuation
- Strong interpersonal and relationship management skills
- Tenacious and entrepreneurial with the ability to develop trusted relationships with internal and external clients, senior managers and external partners

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- Excellent analytical and judgement skills
- Must be a team player

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Full Driving Licence (A/I)

Desirable

- Registered Valuer with RICS

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