

Job Title: Property Management Officer	Grade/ Level: M	Post Number: CH6552
Directorate: Resources & Growth	Job Family: Land & Property Management	Date Prepared: August 2020
Role reports to (Job Title): Commercial Property Manager		
Job Purpose: To assist with the property and estate management of the Councils non-operational property portfolio with an emphasis on the leasing and management of the Council's commercial property portfolio and provide a comprehensive support service to the Property Assets team		
Key Accountabilities: <ol style="list-style-type: none"> 1. Provide professional input to advise and recommend the correct action to facilitate the management of retail, commercial and industrial property in the non-operational property portfolio 2. Assess and undertake the leasing and renewal of leases of primarily retail, commercial and industrial non-operational property and telecommunications installations 3. Undertake valuations for rent review with support. Analyse market evidence, initiate, negotiate and implement rent reviews in order to maximise the Council's rental income 4. Undertake valuations in accordance with Statutory Code, CIPFA, and RICS Practice Statements and guidance notes with support and in compliance with the Council's standing orders, financial regulations, codes and practices as well as the departments office procedures 5. Assess the value of the Council's Commercial Assets within a given portfolio, to determine their Asset Value. 6. Undertake the inspection of vacant properties to ensure site security complies with the Councils insurance policy requirements. 7. Co-ordinate and arrange the transfer of properties from one tenant to another or from one tenant into the Councils operational portfolio and ensuring notification of necessary information is provided to relevant departments 8. Preparation of plans, property measurement and marketing of the Council's properties including instructions to appointed agents, conducting viewings and showing potential purchasers/tenants around premises to be disposed of by sale or lease 9. Maximise opportunities to improve the effectiveness and efficiency of the administration of the estate management of the Council's property portfolio 10. Assist with the identification and negotiation of purchase of residential properties within which the Council holds an equity share and then subsequent disposal of the properties 11. Prepare service charge budgets for commercial properties and undertake annual reconciliation of 		

- charges and responding to queries from the Councils commercial tenants
12. Negotiate terms and conditions for easements, way leaves and rights of way over Council land and property and for small land sales and access/compound/garden licence agreements.
 13. Receive and record requests for the purchase of small parcels of amenity land from neighbouring property owners and administer the Councils adopted land adjacent process.
 14. Preparation of draft reports and briefing notes in connection with assigned cases. Administering landlord meter readings for electricity, gas & water for commercial and agricultural properties. Providing instructions for utility services to be connected/disconnected
 15. Arranging for repair and maintenance to be undertaken in accordance with tenancy agreements and ensuring they are undertaken and recharged appropriately to the correct budget cost centre.
 16. Following up compliance checks on properties held within the property portfolio and securing relevant reports as required by the Property Assets team officers
 17. Liaising with telecommunications tenants and dealing with access requests including the administration of alterations consents and referrals to the Health and Safety team officers. Day to day management of the telecommunications tenants including assisting with rent review and lease renewals.
 18. In accordance with the provisions of the Health and Safety at Work Act etc, take reasonable care for the health and safety of themselves and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions
 19. Assist with the review and interpretation of terms and conditions of land ownership and lease records both original and electronically held records within the Council's Geographical Information System (GIS) as required for the effective management of the property portfolio.
 20. Carry out such other duties as directed by the Head of Property Assets appropriate to the grading level of the post.

Supplementary Accountabilities:

1. Administering Government Regulations and Council Policy relating to the charges made to leaseholders of Council flats/maisonettes and dealing with queries that arise.
2. Manage and Administer settlement accounts (invoicing and refunding) for both in year assignments and annual end of year by obtaining information from other Council departments relating to incurred maintenance costs, insurance and payments
3. Provide support towards the leasing and renewal of leases and professional input to the management of Council's non-operational property portfolio.
4. Assisting with Right to Buy housing sale applications
5. Assisting with housing Leaseholder tenancy queries

Job Scope: No & type of jobs Managed:
None

Typical tasks supervised/allocated to others:
Inspection of vacant units
Instructions for updating property data records
Providing instructions for repair and maintenance of parts of the property portfolio

Job Scope:
Budget Holder: Yes

Budget:
Management of Service Charge budgets for a number of industrial estates and shopping parades with a monetary value totalling up to one hundred thousand pounds.

The Post holder can be responsible for the

successful conduct of individual rental transactions involving several thousands of pounds and involvement in the acquisitions and disposals with a value of several thousands of pounds.

Assets:

Assisting with the management of part of the Council's property portfolio which has a total approximate value of £1 billion pounds and an annual rental income of around £8 million pounds.

Knowledge & Experience:

- Relevant experience in a professional property office handling an extensive and varied portfolio
- Experience of dealing with a variety of different Council departments, elected member and tenant queries and a wide range of people at all levels including and their professional advisors eg solicitors
- Computer literate with preferred experience of IT systems, Task, Open Housing, Excel and Word and preferred GIS databases.
- Ability to accurately record and retrieve data on a PC
- Requirement to drive and possession of a full current driving licence, in order to carry out site visits and meetings or ability to travel around the Borough in a timely manner.
- Good written and communication skills.
- Good numerical skills
- Ability to work to achieve challenging and time driven outputs
- Occasionally attend meetings (Council and public) to represent the Head of Property assets

Decision Making:

- Comply and help to improve where possible all work undertaken within the Property Assets team
- Represent the Council and assisting in the acquisition, letting, management and disposal by sale and lease of all types of property. Determine and recommend course of action, and see through to completion
- The post holder will exercise delegated authority in negotiations in order to secure the most advantageous terms for the Council
- Assist in the implementation of open market rent reviews. Ensures Council receives maximum rental income/growth. Lease renewals – consider the range of options and assist with agreement of new lease terms to achieve the best terms and protect the Council's interests at all times.
- Interpreting tenancy agreements to ascertain responsibility for repair obligations and where necessary providing instructions for repair and maintenance of parts of the property portfolio
- Assist with the day to day decisions on the running of the operational and investment property portfolio
- Support the recommendations in Cabinet reports and Cabinet Member Decision and Briefing notes on the use, acquisition and disposal of land and buildings (this involves long-term decisions on properties that the Council is or no longer has a strategic need to retain)
- Assess and implement Rent Reviews, to ensure the Council maximises rental income growth. This has a direct impact on the Council's immediate and long term income stream

- Assess the appropriate rental or capital value for the purpose of marketing Council properties
- Drawing up the appropriate principal terms and conditions, for tenant's occupation of Councils commercial premises

Contacts and Relationships:

- Writing letters and emails, both in standard form and individually tailored, to members of the public, Council officers and Members, and to other professionals (e.g. surveyors, solicitors, architects).
- To ensure that effective working relationships are established and maintained with such contacts.
- Communicating effectively with officers; members of the public, tenants, contractors and presenting information to informal groups
- Contact at meetings, by telephone and in writing with:
 - Elected Members (case by case)
 - Directors (case by case)
 - Officers (daily)
 - External customers and stakeholders (daily)
 - Members of the public (daily)
 - Commercial tenants (case by case)
 - Professional advisors to external customers, tenants, stakeholders, developers (e.g. surveyors, solicitors, architects to Partner level) (case by case)
 - Marketing agents (case by case)
 - Ombudsman (case by case)

Creativity & Innovation:

- Capable of receiving instructions and acting upon those using own initiative where necessary
- Capable of working on own initiative and conduct property management tasks.
- Interpretation of legal agreements and relaying this to other Council officers and where instructed to do so to other third parties
- Working closely and effectively with customers/clients at all levels to ensure timely and quality delivery of service, in order to achieve strict deadlines often set down by statute

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data

held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: