



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title:	Commercial Property Manager	Role Profile Number:	LP004
Grade/s:	Hay 5		December 2019
Directorate/Group:	Property Assets Resources and Growth	Reporting to:	Head of Property Management

Job Purpose

- To lead, manage and deliver a comprehensive estate management service and to sustain and improve the value from the Councils non-operational (commercial) property portfolio.

Key Accountabilities

Indicate the main duties and responsibilities of the job.

- Identify, lead and deliver opportunities to maximise the effectiveness and efficiency of income generation from the Councils non-operational (commercial) property portfolio including the identification and disposal of surplus or under-performing assets
- Ensure non-operational (commercial) property assets, totalling 850 commercial interests, achieve the rental target set for each year (c£8.5m in 2019-20) and identify opportunities for new acquisitions to increase in this income.
- Negotiate the leasing and renewal of leases and negotiating rent reviews of retail, commercial and industrial property including (where necessary) preparation and presentation of the Council's case in the event of dispute for determination by arbitration or expert or the Courts.
- Management of residential (excluding Council housing), retail, commercial, and industrial land and property, and in particular the management of district and local retail centres.
- Lead on the annual valuation programme of c£1b on 31 December 2018 ensuring that all valuation work is in accordance with the Statutory Code and CIPFA and RICS statements of practice and guidance notes and is in compliance with the Council's standing orders, financial regulations, codes and practices.
- Lead on redevelopment/development schemes to increase income generation from the Council's non-operational (commercial) property portfolio
- Negotiate the disposal of long leasehold or freehold interests in sites for industrial / commercial development by tender and private treaty, including where appropriate detailed joint venture initiatives with the private sector.
- Provide property related support and advice as required to multi-disciplinary teams to deliver economic

growth for the Borough of Swindon

- Be responsible for the provision of valuation advice in connection with all property matters involving capital and rental values relating to the Housing Revenue Account
- Implement and negotiate the acquisition of primarily urban properties under compulsory purchase powers and by agreement, and negotiate compensation claims on behalf of the Council, including (where necessary) preparation and presentation of the Council's case in the event of dispute for determination by the Lands Tribunal.
- Examine the weekly list of planning applications submitted to identify those that impact on or affect the Council's land and property.
- Direct, manage, monitor, supervise and lead a Valuation Team, consisting of two Senior Valuers and an Assistant Property Management Officer to ensure their work supports identified aims and objectives and demonstrates best value and best practice in maximising the use of investment assets and assess.

Supplementary Accountabilities

- Attendance at Council meetings and public meetings both in normal working hours and evenings
- Chairing meetings, attending evening meetings outside normal working hours
- Negotiation and conclusion of any other type of property transaction on any of the Councils property portfolio including the operational estate

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant experience in estate/property management with emphasis on agreements for use of property and property contract related issues
- Experience of working in a complex, multi-disciplinary organisation and to lead, manage and motivate a team to achieve challenging and time driven outputs
- Leadership knowledge and experience in managing change and implementing new ideas
- Has proven results obtained through team work and individual effort
- A strong customer services focus
- Ability to establish and maintain good working relationships with a range of staff. The ability to drive results whilst working in a collaborative way and developing and maintaining strong, positive working relationships
- Excellent communication skills
- Ability to analyse and utilise information strategically to support corporate objectives.
- Ability to identify options and solutions and adopt a methodical approach to produce and deliver outputs and outcomes.
- Computer literate with knowledge of GIS packages.
- Ability to produce and present concise and accurate reports.
- Self-motivated and pro-active approach and good communication and inter-personal skills.
- Ability to consider options and issues and identify and implement appropriate solutions to a range of problems.

Qualifications

Insert required qualifications required for the job

- Membership of the Royal Institution of Chartered Surveyors (General Practice) with significant relevant post qualification experience including undertaking asset valuations, acquisition, management, disposal and development / regeneration casework.
- Degree or equivalent relevant experience in estate management
- PRINCE2 practitioner or knowledge of project management techniques within a similar environment

Decision Making

- 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 often with an impact of over 40 years*).
- Sitting on project boards and teams involving elected members and officers to provide property advice for corporate and regeneration projects.
- Representing the Council in acquisition, letting, management and disposal by sale and lease of all types of property. Determine and recommend course of action, authorise and oversee actions to completion.
- Review and determine lease terms to achieve the best terms and protect the Council's interests at all times (essential where regeneration proposals are involved as redevelopment could be delayed or restricted substantially if vacant possession of properties cannot be obtained).
- Assess and implement rent reviews to ensure the Council receives maximum rental income/growth (*has a direct impact on Council's immediate and longer-term income stream, often for 25 years with occasionally longer-term impact*)
- The post holder will exercise substantial delegated authority in complex negotiations in order to secure the most advantageous terms for the Council.
- Long term decisions involving capital sums for building or altering property (*with an impact for the residual life of the building, often 70 years+*)
- Long term decisions concerning the provision and use of property involving multi million pounds and impacting over the life of the property (*70+ years*)
- Giving guidance and direction to team members, allocation of cases and setting negotiating parameters on a case by case basis
- Approval of valuations
- Day to day decisions on the running of the operational and investment estate

Creativity and Innovation

Identifying and recommending options to maximise the income generation from the non-operational (commercial) property portfolio. This requires original and innovative thinking outside defined procedures.

Job Scope

This includes details on budget – direct or indirect responsibility/accountability, number of staff, assets

- Role involves the direct supervision of two Senior Valuers and an Assistant Property Management Officer
- The post holder can be responsible for the successful conduct of individual transactions of up to £5M

Contacts and Relationships

- Working in a consultative and collaborative manner with external and internal customers, community members and other bodies that interact with this role.
- Writing letters, both in standard form and individually tailored.

- Writing reports for Cabinet; Cabinet Member Briefing Notes and Cabinet Member Decision Notes
- Advising orally and in writing on property matters to Working Parties, Project Boards etc
- Negotiating and advising orally and in writing on property matters including rents, renewal and grant of new leases, disposals, development schemes and property management issues
- Preparation and presentation of the Council's case for determination by arbitration or expert or the Courts in the event of dispute on property related negotiations
- Contact at meetings, by telephone and in writing with:
 - Members of Parliament (case by case)
 - Elected Members (weekly)
 - Group Directors (monthly)
 - Directors (weekly)
 - Officers (daily)
 - External customers and stakeholders (daily)
 - Members of the public (daily)
 - Commercial tenants (daily)
 - Developers (to Managing Director level) (daily)
 - Professional advisors to external customers, tenants, stakeholders, developers (e.g. surveyors, solicitors, architects to Partner level) (daily)
 - Marketing agents (case by case)
 - Ombudsman (case by case)
 - District Valuer (case by case)
 - Internal and External Auditors (case by case)
- Ensuring that effective working relationships are established and maintained with all contacts.

Values & Behaviours

Update to new corporate values & behaviours – ask HR to input

Employee Signature:	Print Name:
Date:	
Line Managers signature:	Print Name:
Date:	