**Job Description**

**Main Purpose of Job:**

To provide strategic leadership and day to day management of the Asset Management Estates function for the Resorts Portfolio. The role requires the management of non-HRA assets and performance of investment properties within the portfolio. To manage a team of Southwold Harbour/Caravan Site Manager, Yacht Station Manager, Resorts Manager and their respective teams and to manage WIP, budgets and the delivery of work programmes in a timely fashion.

**Our Values**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |

**Key Responsibilities:**

1. To be responsible for the proactive estate management of ESC’s non-HRA property assets within the Resorts Portfolio.
2. To assess, programme and monitor delivery of estates and valuation functions relating to the portfolio with a strong emphasis on digital transformation for processes and data storage.
3. To manage the assets within the portfolio effectively and be the Council’s representative to the Southwold Harbour management Committee.
4. To manage the Resorts team of Southwold Harbour/Caravan Site Manager, Yacht Station Manager, Resorts Manager and their respective teams and beach hut staff including the effective division of workload.
5. To oversee all general estate management duties including detailed knowledge of Landlord & Tenant 1954 Act, relevant case law and other relevant legislation.
6. To undertake a variety of RICS ‘Red Book’ Valuations, annual portfolio, Right to Buy valuations and appraisals for disposal or development purposes.
7. To work closely with Finance, Planning, Economic Development & Regeneration to develop business cases for new property developments including cash flow analysis and professional support and advice.
8. To assist the Asset & Investment Manager to deliver a strategy to maximise the income of ESC’s asset portfolio and to achieve productivity targets in line with ESC objectives.
9. To liaise with officers and members, providing advice and information together with presenting papers at Cabinet and Council meetings.
10. To negotiate the settlement of terms for the acquisition and disposal of property, including easements, wayleaves and entry onto land under statutory notice and provide regular cost estimates and scheme progress reports as required.
11. To negotiate rent reviews, lease/licence renewals, assignments and other third party agreements.
12. To be a point of contact for Oulton Broad Yacht Station staff as and when required.
13. To provide professional advice and be the point of contact for all day to day property management requirements relating to the Resorts Portfolio.
14. To oversee all rating and council tax referencing, valuation and negotiation including representing ESC at any appeal tribunals and overseeing the payment and refund of rates and council tax demands.
15. To deputise for Asset & Investment Manager as and when required.
16. Comply with the ESC’s policies, procedures and guidelines including the Health and Safety Policy.
17. To ensure that customer requirements are identified and agreed with the client departments and partner organisations.
18. To ensure responses to the public enquiries are carried out in a courteous manner within agreed timelines.
19. To carry out other duties appropriate to the level and character of the post.
20. To promote and adhere to the workplace values of our organisations.

**Line Manager:** Asset & Investment Manager

**Main Contacts:** Senior staff within public sector clients, Council Officers and Members, surveyors and solicitors.

**Political Restriction:** This post is politically restricted under the Local Government and Housing Act 1989 and postholders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy.

Note: This is a description of the job as it is constituted at June 2023 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of both Councils to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Councils reserve the right to insist on changes to the Job Description after consultation with the postholder.

**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Have extensive recent experience in the professional property environment.
* To have experience of operating in a local authority environment either at County, District or Unitary level.
* Relevant previous post qualification experience, minimum 5 years.
* RICS qualification
* Experience managing a property team.
 | * Experience in working to agreed targets within a commercial environment.
* Dealing with senior personnel and council members.
* Experience of working to multiple and conflicting deadlines.
* Representing organisations on internal and external groups.
* Establishing systems and procedures to ensure effective and efficient service delivery.
* Variety of property work at a professional level.
* RICS Registered Valuer
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| **Skills and Abilities:** | * Flexible and able to meet tight deadlines.
* To work unsupervised to a high quality.
* Up to date with current law and practice.
* Ability to collect and analyse complex information, to consider and evaluate all relevant factors, and draw logical and reasoned conclusions.
* Ability to plan, coordinate and deliver own tasks and programmes to meet client and other targets.
* Good organisational skills.
* Proficient in using IT (Microsoft Excel and Word).
* Able to demonstrate business acumen.
 | * Ability to produce concise and accurate reports and correspondence for a diverse range of recipients.
* Ability to identify problems, suggest and implements solutions.
* Have first hand knowledge of property related issues faced by local authorities and other public sector organisations.
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| **Education and Training** | * Member of Royal Institution of Chartered Surveyors or equivalent.
* Relevant previous post qualification experience, minimum 5 years.
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| **Values:** Ability to demonstrate an understanding and apply our values which are embedded in all our roles.  | **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |
| **Other Requirements** | * Confident and courteous manner, both in person and on the telephone.
* Demonstrate ability and commitment to customer care.
* Conscientious.
* Adaptable to the various duties of the post.
* Ability to work on own initiative as an individual or as a team member.
* Contribute to the development of good working relationships within the team.
* Ability to display sensitivity, tact and diplomacy.
* Positive attitude.
* Excellent social and communication/negotiation skills to effectively work with managers and other stakeholders.
* Ability to co-ordinate effectively the professional and technical input of other staff.
* Reliable and hard working.
* To promote and adhere to the workplace values of our organisations.
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