

Asset & Property Manager

Job Title	Asset & Property Manager
Service Area	Strategy, Performance & Communications
Grade	Asset Manager L1 – Grade 4 Asset Manager L2 – Grade 5 Asset Manager L3 – Grade 6 Asset Manager L4 – Grade 7 Asset Manager L5 – Grade 8
Job Reference	FG19 – SD13

Reporting to	Responsible for
Head of Asset Management	Not applicable

Team Purpose
To own and deliver the asset strategy which will ensure the organisation has the right assets to meet strategic and commercial targets, managing and maintaining them to deliver against these targets.

Role Purpose
To support delivery of commercial and strategic returns from the Council's assets and to ensure efficient and effective management of the Council's assets and the staff resources maintaining them.

Key Accountabilities
All Levels: <ul style="list-style-type: none"> • Deliver the asset management strategy for the Council covering all operational, strategic and commercial assets • Enabling delivery of relevant Council objectives and local priorities through maintaining high standards in asset management • Management and maintenance of all assets that have not been specifically allocated to another team • Embedding a highly customer focussed and commercial approach to service delivery and development • Working collaboratively with colleagues across the organisation, members and managing key relationships e.g. with members, partners, other stakeholders • Contribution to other relevant strategies and plans • Undertaking timely procurement of goods or services where appropriate (including producing all necessary tender and quotation documentation)

Level 1:

- Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate
- Support, guide and advise multi-skilled service delivery teams (Customer and Case Management) on less complex cases related to the specialism
- Ensure personal, professional development is maintained to the required standards
- Working collaboratively with colleagues across the organisation, members and managing key relationships e.g. with members, partners, other stakeholders.
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles
- Acting as member of corporate or community project teams - providing specialist advice and input
- Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or project

Level 2 (in addition to the above):

- Undertake a range of more complex cases that will require good understanding of specialist area, processes and compliance, regulations and legislation.
- Undertake projects as directed under the supervision of Level 5 Asset Manager

Level 3 (in addition to the above):

- Being accountable for a range of more complex cases, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation.
- Identify and manage risks within specialist area.
- Undertake specific projects as directed and on occasion refer to the Level 5 Asset Manager for clarification, and to work closely other units across the council.
- Prepare and present reports to council committees and other internal and external meetings

Level 4 (in addition to the above):

- Being accountable for a range of complex cases, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation.
- Interpretation of legislative/policy/guidance changes, consequential reviews, and updating procedures to reflect these
- Procurement of goods and services, including the appointment of contractors, to support the delivery of Asset Management
- Exploring ways of securing grant funding, when available, to support the delivery of Asset Management

Level 5 (in addition to the above)

- Have a deep understanding of more than one specialist area, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the specialist team
- Provide functional leadership for a team of specialists ensuring the provision of professional services that meet customer needs
- Assisting the development of the community of practice across the organisation including mentoring staff in order to improve delivery of the specialism and support career development.

Key Objectives	
Working with customers	Contribute to the delivery of highly customer focussed services that are tailored and respond to different and changing needs including differences in local areas and communities. Deliver and promote high standards of customer care from all staff members and the delivery teams. Implement and continually develop ways of working including supporting and encouraging customer empowerment and self-service.
Commercialisation of services	Inputting to and delivering commercialisation plans. Maximising standards of service delivery to the customer and contribute to minimising costs.
Working towards the Corporate Plan	Responsible for the delivery of agreed objectives and services associated with the Corporate Plan. Develop and manage assets to meet the needs identified in the Corporate Plan.
Knowledge of services	Developed understanding of delivery and the services provided across the Council. A good knowledge of the terminology and acronyms used by the service. To act as the Council's main source of advice in relation to the development and operation of the services provided by the unit.
Using systems effectively	Advanced skills in delivery systems and processes.

Specific Tasks	
Case Management skills	Ability to quickly assess customer needs and provide appropriate solutions.
Team work and working with others	Ensure that teams work effectively to achieve the Council's objectives and outcomes. To input to the development of the Council's commercialisation strategy. To drive value and efficiencies across all delivery working in partnership with other teams across the Council.
Enquiries, reports and service requests	Provide specialist advice and input to commissioning and contract management. Prepare and present reports to committees or other internal or external meetings.
Ability to support corporate projects	Contribute to corporate initiatives and community projects across the Council.
Strategy and policy	Develop and deliver the asset management strategy for the Council. Contribute to identifying opportunities for commercialisation and external funding. Contribute to business development and marketing strategy and plan. To work in partnership with other local authorities and the private sector to develop best practice and seek commercial opportunities with the private sector and other organisations related to delivery priorities. To continuously develop services to improve effectiveness and customer-responsiveness, meeting specified strategic outcomes and performance targets. To input to the Council's Commercialisation Strategy through delivery areas that report to this role. To identify and deliver new areas of commercial opportunity across the wide range of services that the Council could provide.
Performance Management	Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the Council. Primarily this will involve all performance management associated with the delivery of the Council's asset management strategy. Draft policies which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services. Understand strategy, performance and quality assurance standards and service/financial planning requirements for own specialist area.

Qualifications

Level 1

Educated to A' level standard/NVQ 3 and/or experience in working in specialist area.
Degree in a relevant subject - desirable.

Level 2

Educated to A' level standard/NVQ 3 and experience in working in specialist area.
Degree in a relevant subject - desirable.

Level 3

Degree / relevant qualification and/or extensive work experience in specialist area.
Working towards professional qualification.

Level 4

Degree / relevant qualification and extensive work experience in specialist area.
Working towards professional qualification.

Level 5

Degree / relevant qualification and extensive work experience in specialist area with
professional qualification.

Knowledge, Skills and Experience

- Good commercial development skills and experience
- Good working knowledge of working practices/ methodologies of asset management
- Highly organised, with the ability to work effectively under pressure, prioritise and meet deadlines
- Working knowledge of legislation and developments in asset management
- Proven experience in driving quality services and improving desired results
- Experience of working with systems relevant to delivery areas
- Proven ability to enforce legislation where appropriate

Specialist Knowledge

In depth understanding of maintaining and managing assets.

Special Requirements	
Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
-----------------------	--

Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and	Proactively generates and develops innovative ideas, opportunities or improvements

creative thinking	in order to meet organisational objectives more efficiently and effectively
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.



Signed (Job Holder):		Date:
Signed (Service Lead):		Date: