

<b>Post title:</b>	Head of Property Compliance and Facilities Management
<b>Grade:</b>	SM2
<b>Responsible to:</b>	Assistant Director Commercial, Property & Procurement
<b>Staff managed:</b>	Manages a team of specialist professionals
<b>Directorate:</b>	Resources
<b>Service:</b>	Commercial, Property and Procurement Services
<b>Job family:</b>	<b>SM - Senior Management</b>
<b>Date of issue:</b>	August 2023

### Job context

Acting as the lead professional on all property management, facilities management and compliance matters including reactive repairs and maintenance, condition surveys, property compliance and workplace services and work with the Shared Head of Health and Safety to ensure that all property risks are managed. Managing an annual revenue budget of circa £30m, plus £4m from a traded service.

To lead, co-ordinate and provide effective management of the property portfolio to ensure the provision of suitable and safe working environments for occupiers and users of all Council owned buildings in accordance with statutory requirements and good practice while delivering the Council's operational business priorities. This includes responsibility for all legislative compliance, service delivery and cost effectiveness relating to the Council's operational property portfolio.

The post operates a traded service and is expected to tender for, develop contracts and provide services to outside organisations, not only in local government.

North Yorkshire Council's property portfolio is managed under a Corporate Landlord approach and consists of over 3,000 land and property assets including schools, corporate offices, depots, service delivery accommodation, farms, industrial units, surplus sites and commercial assets.

The Council's significant land and property holdings are a key corporate resource and the post holder will support the Assistant Director – Commercial, Property and Procurement in providing strategic direction, leadership and management of the Council's operational property portfolio. The post holder will act as Responsible Person within the Council for building compliance; ensuring that the Council's property portfolio is managed in a safe and compliant manner, is fit for purpose, cost effective and enables service departments to deliver their existing and future services in the most effective way.

The post holder will work alongside the Head of Strategic Property; whose main duties will be to set and deliver the Council's overarching Property Asset Management Strategy, Plans, Policies and Programmes, including the embedding of the Corporate Landlord model within the Council.

The post holder will have responsibility for managing 60+ FTE employees and have wider responsibilities for the commissioning and management of external contractors; with responsibility for the following areas:

- Developing and implementing a Compliance Policy, and delivering all associated activity, for the Council's entire property portfolio;
- Facilities and Workplace Management;
- Fulfilling the corporate responsibilities for property ownership, as determined through the Corporate Landlord model set out within the Property Asset Strategy;

- Managing all responsive building maintenance works within the Council;
- Building condition: undertaking a programme of cyclical condition surveys across the Council's entire property portfolio, and identifying associated risks relating to building condition to inform property risk registers and the development of the planned maintenance programme;
- Decommissioning and managing surplus and vacant land and property assets;
- Managing the property traded service, achieving income targets (currently £4m p.a.) and maximising financial returns from the service;

This post is politically restricted under the terms of the Local Government and Housing Act 1989.

**Job Purpose:** To lead, co-ordinate and provide effective management of the Property Compliance and Facilities Management service.

**Operational management:**

- To have lead responsibility for the safe and effective day to day management of the Council's large and diverse property portfolio;
- To provide leadership, management and financial control for the planning, delivery, and maintenance of the Council's operational and non-operational property portfolio;
- Stay abreast of current and proposed legislation and guidance relating to property management matters and implement changes to plan, policies and practices as required;
- To work with the Head of Strategic Property to actively identify and promote sustainable property initiatives to reduce the Council's Carbon usage across its occupied estate;
- To act as the Responsible Person within the Council for building compliance;
- To set and deliver a Compliance Policy for the Council's build estate ensuring that all Council land and properties are demonstrably compliant and that all contractor, maintenance, and construction activities are carried out in accordance with the relevant Health & Safety / Construction Design & Management legislation;
- To devise and implement a regime to audit and measure against the new Compliance Policy;
- To develop and manage a compliance and property maintenance risk register;
- To identify and set minimum performance standards for the occupied estate and to ensure the maintenance regimes are appropriate and adequately reflect the nature of the Council's build estate;
- To establish appropriate governance for corporate decision making on facilities management matters ensuring that the Council's responsibilities are met on issues including statutory compliance, security and carbon management, whilst providing suitable working environments for occupiers and users of all Council buildings;
- To be accountable for the delivery of all facilities management related commercial relationships either directly or as lead client through external contracts and commissioning as appropriate;
- To advise, review and deliver in relation to facilities management related commercial partnerships, companies and contracts and to be the lead client for the Council's involvement in property management contracts or internal delivery;
- To ensure service providers are demonstrably performing in accordance with their agreement and to review and refresh KPI and SLA metrics;
- To reduce the overall cost of service provision through innovation, including the consideration of alternative delivery models and streamlining of processes;
- To support the development and implementation of the Council's Strategic Asset Management Plan in relation to property compliance and facilities management, including managing the corporate maintenance budgets and collecting Property data to guide investment or rationalisation decisions about assets;

	<ul style="list-style-type: none"> <li>• Ensure surplus and vacant land and properties are decommissioned and are managed in a safe, compliant and cost effective manner until re occupied or sold;</li> <li>• Understand and uphold the Constitution, Scheme of Financial Delegation, Contract Procedure Rules and Health &amp; Safety requirements of the Council and ensure that they are managed on behalf of the service;</li> <li>• To be responsible for ensuring that all property transactions relating to the Council's property portfolio are undertaken in accordance with the Council's Property Procedure Rules, objectives, policies, legislative requirements and RICS guidelines.</li> <li>• To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.</li> </ul>
<p><b>Strategic management:</b></p>	<ul style="list-style-type: none"> <li>• Lead and be responsible for property occupation, compliance and management related policy and operational performance;</li> <li>• Act as a recognised expert within the Property Service;</li> <li>• Manage and direct senior managers and staff within the Property service to ensure that properties are managed and operated in a safe, effective and efficient manner;</li> <li>• Prioritise the allocation of property maintenance budgets across the portfolio to ensure that property assets remain safe and fit for purpose;</li> <li>• Lead in the development of new ways of working that maximise efficiency and effectiveness;</li> <li>• Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation;</li> <li>• Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement;</li> <li>• Contribute to the service planning process including the identification and achievement of team objectives.</li> </ul>
<p><b>Communications:</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain strong relationships with senior officers and other stakeholders within North Yorkshire Council;</li> <li>• Actively contribute to relevant management teams within Resources and Central Services</li> <li>• To produce reports and advise Members and Management Board on property maintenance and compliance related matters as required by the Assistant Director Commercial, Property &amp; Procurement;</li> <li>• Ensure that personal interaction with Members, officers and other stakeholders is undertaken in a positive way which creates a good impression of the Corporate Property Team and the Council.</li> </ul>
<p><b>Partnerships / Corporate Working:</b></p>	<ul style="list-style-type: none"> <li>• Collaborate and develop strong working relationships with senior colleagues across the organisation;</li> <li>• Represent the service at intra and inter agency meetings;</li> <li>• Effectively promote your role to sustain good relationships across agencies;</li> <li>• Work with staff in Business Support to achieve required outcomes;</li> <li>• To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders.</li> </ul>
<p><b>Resource management:</b></p>	<ul style="list-style-type: none"> <li>• To manage the Council's operational property revenue budgets (circa £30m) and external contractors in a strategic, effective, efficient, legally compliant and customer focussed manner;</li> <li>• To effectively manage and further develop the property traded service, which delivers income of £4m p.a;</li> <li>• Identify areas where efficiency savings and income generation can be achieved and delivered through the budgets within the post holders control;</li> <li>• Performance Management: to determine standards and Key Performance Indicators (KPI's) for the service and ensure that staff are aware of the required standards, to embed those standards and KPI's in the service performance planning process and</li> </ul>

	<p>to manage and monitor staff performance to ensure that standards and KPI's are met;</p> <ul style="list-style-type: none"> <li>• Plan and organise staff, contractors and other resources within the service in line with the resourcing plan;</li> <li>• Manage the Facilities Management and Compliance Team, demonstrating effective leadership, sound participation, teamwork, collaboration, communication, customer service and staff motivation to ensure team members deliver their objectives;</li> <li>• Manage and appraise staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver their key objectives, encouraging personal development, providing support and taking action as necessary.</li> </ul>
<b>Systems and information:</b>	<ul style="list-style-type: none"> <li>• To ensure that property related costs and building condition information is accurately recorded in property data management systems, in a format agreed by the Head of Strategic Property to ensure evidence-based asset management decision making across the Property service;</li> <li>• Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Property Compliance and Facilities Management Service;</li> <li>• Ensure that processes and systems integrate effectively with other functions as needed;</li> <li>• Ensure compliance and health and safety information is available to service users and the general public as appropriate.</li> </ul>

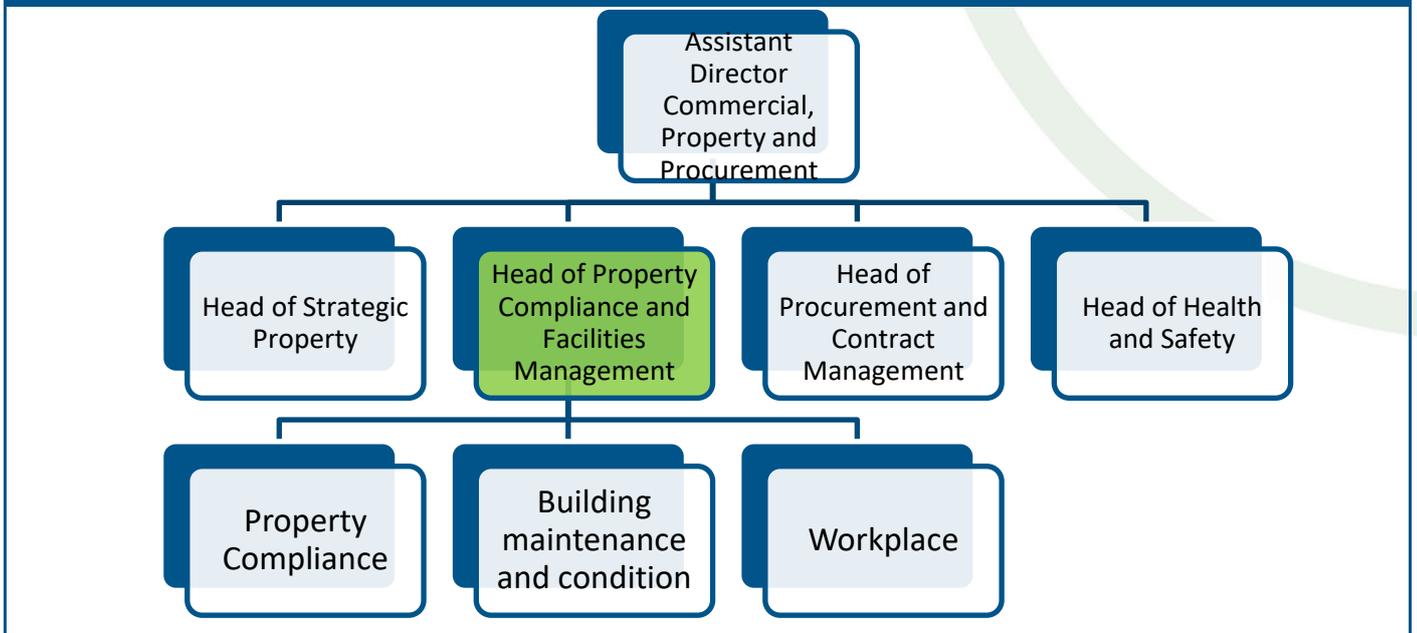
<b>Person Specification:</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Evidence of successfully working in a senior management role in a relevant property environment (within a large and complex organisation with comparable scope, responsibilities, budget and resources);</li> <li>• In depth knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government property environment;</li> <li>• In depth knowledge of promoting, preserving and protecting the health, safety and wellbeing of councillors, employees, service users, contractors and partners across the Council's property portfolio; ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act;</li> <li>• Demonstrable evidence for effective development, accountability, delivery and monitoring of a Property related Compliance Policy;</li> <li>• In depth knowledge of the effective management and monitoring of service and property based risks;</li> <li>• Extensive experience of successfully and effectively managing and monitoring high value property contracts, contractors and consultants;</li> <li>• Significant experience of managing high value budgets;</li> <li>• In depth knowledge and experience of procurement and contract management issues relating to property;</li> <li>• Demonstrated commercial experience such as the management of a traded service in a Local Authority;</li> <li>• Evidence of successfully delivering quality assured outcomes, utilising a performance management framework in property related functions;</li> <li>• Experience of managing and using property data, records and systems;</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working effectively in a political environment</li> <li>• Programme Management Skills</li> <li>• Project Management experience</li> </ul>

<ul style="list-style-type: none"> <li>• Evidence of successful partnership development or delivery through partnerships including an ability to work with local partners;</li> <li>• Demonstrable evidence of significant service improvement through managing change including staff engagement, capacity building, workforce modernisation and organisational reform;</li> <li>• Significant experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working.</li> </ul>	
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent management and leadership skills, which encourage commitment from others that promote a positive and motivated organisational culture to harness the strengths and talents of colleagues at all levels;</li> <li>• Ability to lead, develop and sustain effective team, partnership and multi-agency working and maintain stakeholder relationships at all levels of a customer organisation through strong effective advocacy, influencing and negotiating skills;</li> <li>• Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, partners and the wider community;</li> <li>• Ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation;</li> <li>• Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment;</li> <li>• Ability to develop and implement effective systems of property performance management and measurement including the management of external contractors;</li> <li>• Development, monitoring and application of procedures to ensure consistent quality of service;</li> <li>• Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture;</li> <li>• Strong ICT skills - ability to use information technology to improve service delivery and reduce costs.</li> <li>• Emotional Resilience.</li> </ul>	
<p><b>Behaviours</b> <a href="#">link</a></p>	
<p><b>Professional Qualifications</b></p> <ul style="list-style-type: none"> <li>• Relevant degree, professional qualification related to property management or construction, or equivalent knowledge or experience</li> </ul>	<ul style="list-style-type: none"> <li>• Property qualification (eg. RICS, CIWFM) or significant knowledge and experience of leading Property teams</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Ability to travel across the North Yorkshire Council area and work between sites</li> <li>• Ability to attend meetings outside of normal business hours</li> </ul>	

**Career progression:**

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

**Structure**



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.