

## Role profile

<b>Job Title:</b>	Commercial Estate Surveyor	<b>Grade:</b>	10
<b>Department:</b>	Strategic Property and Investment	<b>Post no.:</b>	61182
<b>Directorate:</b>	Corporate Resources	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Head of Strategic Property Consultancy
<b>Direct reports:</b>	Graduate Surveyors or others as required
<b>Indirect reports:</b>	Property consultants, legal advisors, financial advisors, contractors, operational teams, and individuals

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- To support the Head of Strategic Property Consultancy in ensuring that the estate management of the Council's land and property portfolio is properly undertaken in line with RICS best practice, codes and guidelines
- To identify, report and deliver on potential opportunities within the Council's portfolio to drive growth and reduce risk through effective Estate Management
- To assist in optimising both the financial and socio-economic return to the Council through continuous improvement management of Lease Events
- To operate in the corporate landlord capacity for internal stakeholders in accordance with RICS best practice and guidelines
- To provide advice on property matters to the Council in accordance with RICS best practice and guidelines

### Key accountabilities

- To support the team in preparing and delivering the monthly Estate Management budget, monitoring reports, reviewing specific recommendations
- To assist with the proactive management of the Council's tenanted property portfolio ensuring lifecycle costs are programmed, statutory responsibilities are met and management schedules and dashboards are maintained and updated
- To support the team with the Property Telecommunication portfolio including interaction with any future digital strategy, utilising external resources as necessary

- To review RPI and other indexed rent review lease events and service charge indexed reviews, assisting with management and ensuring timely delivery and optimisation of income
- To support void management across the Council's commercial portfolio, monitor potential voids, implement mitigation strategies, and ensure compliance with empty property policy and insurance provisions
- To provide the Council's Managing Agent with instructions to market commercial property, evaluate offers, and write officer decisions
- To assist in reconciliation of invoices and financial reports from Property Management Agents to ensure correct budget allocation and forecasting
- To prepare property advice and supporting information for senior leadership, ensuring compliance with RICS best practice
- To produce Officer Decisions, reports, petition responses, FOI responses and Member updates as necessary
- To oversee Managing Agent delivery of interim and terminal dilapidations in line with policy and lease agreements
- To lead and motivate direct reports and support team development
- To support training and continuous professional development (including own RICS status)
- To adopt continuous improvement and support strategic change

### **Key performance indicators**

- To work with the team and external agents in ensuring the contractual KPIs are managed and achieved

### **Key relationships (internal and external)**

- Colleagues across the Council
- Tenants of council property
- Businesses and business representatives
- Elected Members and MPs
- West London Alliance and other London boroughs
- Local interest groups, community groups and residents
- Consultants and contractors

### **Authority level**

- £0 none

### **Additional Requirement**

- To be responsible for ensuring maintenance of their own RICS qualified status

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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### **Essential knowledge, skills and abilities**

1. Detailed knowledge and understanding of estate and property management
2. Ability to manage property portfolios
3. Working knowledge of the Landlord and Tenant Act 1954 and Landlord and Tenant (Covenants) Act 1995
4. Strong verbal and written communication skills
5. Resilience and strong organisational skills to manage competing demands

### **Essential qualification(s) and experience**

1. Degree (preferably property related) or equivalent experience
2. Member of the Royal Institution of Chartered Surveyors (or working towards)
3. Experience managing a mixed property portfolio including landlord and tenant matters and lease compliance
4. Experience preparing and analysing lease event options to optimise outcomes
5. Experience advising on property risk
6. Experience managing and reporting on property budgets
7. Experience managing contractors and consultants
8. Experience writing business cases for financial and socio-economic outcomes

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>