Role profile

Job Title:	Corporate Landlord Service Specialist
Department:	Corporate Property
Directorate:	Resources

Grade:	12
Post no.:	
Location:	Perceval House

Role reports to:	Corporate Landlord Manager
Direct reports:	None
Indirect reports:	Service Teams and teams within the function, project teams, support staff

Job description

Purpose of role

- The Corporate Landlord Service Specialist acts as the primary relationship manager between Corporate Property and designated Council services, ensuring that property assets support service delivery objectives while delivering value for money and alignment with the Council's Corporate Landlord model.
- The postholder will work closely with Directors, Assistant Directors, Heads of Service and operational managers to understand current and future service requirements, ensuring that accommodation needs are aligned to business plans, service transformation programmes and wider corporate priorities. The role will challenge property demand, support evidence-based decision-making and promote the efficient use of Council assets through a consistent Corporate Landlord approach.
- The Corporate Landlord Service Specialist will develop and maintain service accommodation plans, undertake property and asset reviews and identify opportunities for rationalisation, co-location, modernisation and improved utilisation. Acting as an informed client on behalf of services, the role will translate operational requirements into property solutions and coordinate

support from Strategic Property, Facilities Management, Lifecycle Asset Management and Capital Projects teams.

- The role plays a key part in ensuring that property decisions are considered corporately, that accommodation standards are applied consistently and that opportunities to improve efficiency and reduce costs are identified and delivered. Through effective business partnering, the postholder will support delivery of the Corporate Asset Review Programme, workplace transformation initiatives and Medium-Term Financial Strategy savings.
- Working collaboratively across Corporate Property and service departments, the Corporate Landlord Service Specialist will help ensure that the Council's estate provides a safe, effective and financially sustainable platform for service delivery, both now and in the future.

Key accountabilities

Service Business Partnering and Portfolio Management

- Act as the dedicated Corporate Landlord Service Specialist for allocated service portfolio/s.
- Build strong relationships with Directors, Assistant Directors, Heads of Service and Managers.
- Develop a detailed understanding of service objectives, operating models and accommodation requirements.
- Provide strategic property advice to support service planning and transformation.
- Promote Corporate Landlord principles and ensure property assets are considered as corporate resources.
- Develop and maintain service accommodation plans.
- Attend Directorate and Service Management Team meetings.
- Develop an understanding of service transformation programmes and future accommodation needs.
- Translate business plans into property requirements.
- Ensure property implications are considered in service planning.

Accommodation Planning and Workplace Strategy

- Support the development of accommodation strategies for service areas.

- Review operational accommodation requirements and identify opportunities for improvement.
- Challenge accommodation demand to ensure efficient and effective use of property assets.
- Support workplace transformation initiatives and modern ways of working.
- Work closely with Services and within Corporate Property regarding workspace utilisation, team moves and accommodation changes.
- Acts as the informed client on behalf of services when commissioning support from Strategic Property, Facilities Management, and Capital Projects teams.

Asset Reviews and Estate Optimisation

- Lead service-based property reviews across allocated portfolios.
- Identify opportunities for rationalisation, consolidation, co-location and improved utilisation.
- Support delivery of Corporate Asset Review recommendations.
- Assist in developing business cases and options appraisals for property-related projects.
- Contribute towards the achievement of estate optimisation and Medium-Term Financial Strategy savings targets.

Asset Performance and Property Intelligence

- Monitor utilisation, occupancy and performance of operational property assets.
- Analyse property-related data to support strategic decision-making.
- Work with the Property Information Team to maintain accurate asset records.
- Identify under-utilised space and opportunities for improved efficiency.
- Support the development of asset performance reporting and management information.

Corporate Landlord Delivery

- Support implementation of the Council's Corporate Landlord model.
- Ensure service areas comply with Corporate Landlord policies and procedures.
- Promote consistent estate management practices across the Council.
- Support the Corporate Landlord Manager in developing and embedding new ways of working.
- Represent the Corporate Landlord function at service meetings and project boards.

- Prepare reports, recommendations and business cases for Corporate Landlord governance forums.
- Support implementation of decisions arising from Corporate Asset Review processes.
- Ensure accommodation decisions are aligned with Corporate Landlord principles and governance requirements.

Commissioning and Project Support

- Act as the informed client on behalf of services for property-related projects.
- Support the development of project briefs and business requirements.
- Liaise with Services, Strategic Property, Capital Projects, Finance and Facilities Management teams regarding service requirements and business case development.
- Ensure projects deliver agreed service outcomes and operational benefits.
- Monitor delivery against agreed timescales and objectives.

Stakeholder Engagement

- Facilitate regular engagement with service users and stakeholders.
- Organise and attend property user groups, accommodation forums and service meetings.
- Support communication relating to property change programmes.
- Promote collaborative working between service departments and Corporate Property.

Financial and Commercial Awareness

- Understand accommodation costs and property-related expenditure within service portfolios.
- Support identification of efficiencies, savings opportunities and value-for-money improvements.
- Contribute to property-related business cases and investment proposals.
- Ensure property decisions support financial sustainability objectives.
- Identify, develop and support delivery of opportunities for estate rationalisation, efficiency savings and value-for-money improvements within allocated service portfolios.
- Support delivery of approved MTFS savings targets arising from accommodation reviews and estate optimisation activity.

Service Improvement

- Identify opportunities to improve property services and customer experience.
- Promote innovation and continuous improvement across the corporate estate.
- Support delivery of Corporate Property transformation initiatives.
- Share best practice and lessons learned across service portfolios.

Key performance indicators

- Customer satisfaction from allocated service areas.
- Delivery of service-based accommodation reviews.
- Occupancy and utilisation performance across allocated portfolios.
- Delivery of Corporate Asset Review actions.
- Contributions to estate rationalisation and optimisation projects.
- Delivery of MTFS related property savings.
- Timely resolution of service property issues.
- Delivery of accommodation and workplace change initiatives.
- Quality and accuracy of property intelligence reporting.
- Delivery of Corporate Landlord implementation milestones.
- Realisation of agreed savings and efficiencies arising from estate reviews.
- Reduction in underutilised office and operational accommodation.

Key relationships (internal and external)

Internal

- Corporate Landlord Manager
- AD Strategic Property Consultancy
- Assistant Director Corporate Property
- Facilities Management
- Property Information Team
- Project Delivery Teams
- Directors, Assistant Directors and Heads of Service
- Finance Business Partners

External

- Consultants and Surveyors
- Property Advisors
- Managing Agents

- Public Sector Partners
- Professional Bodies
- Tenants and Occupiers
- Community and Voluntary Sector Organisation

Authority level

- N/A

Additional Requirement

- Any other duties appropriate to the post and grade.
- Attendance at meetings across Council sites.
- Travel throughout the borough as required.

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..

Essential knowledge, skills and abilities

1. Ability to build effective working relationships with a wide range of stakeholders. *
2. Excellent communication, influencing and negotiation skills.
3. Ability to analyse complex information and develop practical solutions and develop business cases. *
4. Strong customer focus and relationship management skills. *
5. Ability to challenge constructively and promote corporate objectives.
6. Understanding of accommodation planning and workplace strategy.*
7. Ability to interpret property and asset data. *
8. Strong organisational and project coordination skills. *
9. Ability to balance competing priorities and manage multiple workstreams. *
10. Good understanding of local government governance and decision-making processes. *
11. Strong report writing and presentation skills. *
12. Ability to influence stakeholders without direct management authority.

Essential qualification(s) and experience

1. Experience working in a local authority in property or front-facing service. *
2. Experience managing relationships with senior stakeholders.
3. Experience supporting organisational change and transformation. *
4. Experience of business case development, options appraisal or project delivery. *
5. Experience working across multiple service areas or disciplines.
6. Experience working with service managers to develop and implement business plans.
7. Experience of preparing reports, presentations and business cases. *
8. Experience analysing property, service or financial data to support decision-making. *
9. Experience supporting accommodation reviews, workplace planning or service transformation initiatives.

Desirable Qualifications and Experience

- Degree qualification or equivalent relevant experience.
- Experience working within property, facilities management or asset management environments.
- Experience working in a Corporate Landlord operating model.
- Experience of accommodation reviews and workplace planning.
- Experience of estate rationalisation or asset review programmes.
- Experience using property management or asset management systems.
- Project Management experience

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards