Role profile

Job Title:	Corporate Landlord Manager
Department:	Corporate Property
Directorate:	Resources

Grade:	15
Post no.:	
Location:	Perceval House

Role reports to:	Assistant Director Strategic Property and Investment
Direct reports:	Corporate Landlord Service Specialist x3, with potentially other staff members
Indirect reports:	Teams within the function, project teams, support staff

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

- The Corporate Landlord Manager is responsible for leading and managing the Council's Corporate Landlord function and embedding the Corporate Landlord operating model across the organisation.
- The role leads a team of Corporate Landlord Service Specialists and acts as the principal interface between Corporate Property and Council services, ensuring that property assets are managed as corporate resources rather than service-owned assets. The postholder will ensure that accommodation, workspace and property-related decisions are aligned to corporate priorities, service requirements and the Council's financial objectives. The role will promote a consistent and strategic approach to property management, ensuring that only appropriately authorised and informed decisions are taken in relation to the Council's estate.
- The Corporate Landlord Manager will lead the Corporate Asset Review Programme and work closely with service departments to understand

current and future operational requirements. Through effective challenge, business partnering and accommodation planning, the role will drive estate optimisation, improve utilisation of assets and identify opportunities for rationalisation, co-location and service transformation.

- The postholder will provide leadership on the development of accommodation strategies, workplace planning and corporate occupancy standards, ensuring that services have the right accommodation, in the right location, at the right cost. The role will support delivery of the Council's Asset Management Strategy, Corporate Plan and Medium-Term Financial Strategy through evidence-based property decisions, robust business cases and effective asset utilisation.
- Working collaboratively across Strategic Property, Facilities Management, Lifecycle Asset Management and Council services, the Corporate Landlord Manager will help ensure that the Council's estate is fit for purpose, financially sustainable and capable of meeting future service delivery needs.

Key accountabilities

Leadership of the Corporate Landlord Function

- Lead, manage and develop the Corporate Landlord team.
- Establish objectives, priorities and performance standards for the Corporate Landlord service.
- Ensure consistent delivery of business partnering services across all Council directorates.
- Develop staff capability and succession planning within the team.
- Promote a customer-focused and commercially aware culture.
- Lead, manage and develop the Corporate Landlord function and Service Specialist team.
- Act as the Council's operational lead for Corporate Landlord implementation.
- Promote Corporate Landlord principles across all service areas.
- Drive cultural change from service-owned buildings towards corporate ownership of assets.

Corporate Landlord Governance and Decision Making

- Lead the governance arrangements supporting the Corporate Landlord model.
- Chair the Corporate Landlord Forum and Accommodation Review Group.
- Ensure property decisions are aligned with corporate priorities and approved governance processes.
- Develop and maintain Corporate Landlord policies, standards and service principles.
- Provide strategic advice to EMT, Directors and Heads of Service on accommodation and property matters.
- Produce performance reporting on estate utilisation, asset performance and accommodation costs.

Corporate Asset Review Programme

- Own and coordinate the Council's Corporate Asset Review Programme.
- Ensure all operational assets are reviewed against utilisation, condition, suitability and affordability criteria.
- Challenge property demand and identify opportunities for rationalisation.
- Present recommendations for investment, consolidation, co-location, repurposing or disposal.
- Monitor implementation of asset review recommendations.

Service Business Partnering

- Ensure all Council services receive effective property business partnering support.
- Lead engagement with Directors, Assistant Directors and Heads of Service regarding accommodation and property requirements.

- Ensure service business plans are translated into property requirements and accommodation strategies.
- Act as an escalation point for complex or competing property demands.
- Chair accommodation and property user forums as required.

Estate Optimisation and Workplace Strategy

- Lead strategic accommodation planning across the operational estate.
- Oversee workspace utilisation reviews, accommodation audits and occupancy planning.
- Support office moves, service relocations and workplace transformation initiatives.
- Work with Facilities Management regarding workspace allocation, desk management and workplace services.
- Drive improvements in utilisation and efficiency across the estate.

Financial Sustainability

- Identify and deliver property efficiencies supporting the Medium-Term Financial Plan.
- Develop business cases and options appraisals supporting estate rationalisation.
- Monitor accommodation costs and utilisation trends.
- Support development of charging models and occupancy cost transparency.
- Develop and monitor savings plans arising from estate rationalisation and accommodation reviews.
- Track benefit realisation and report delivery of approved MTFS savings.
- Support development of accommodation charging mechanisms and cost transparency models.
- Ensure property assets are utilised efficiently to minimise operational costs.

Key performance indicators

- Delivery of Corporate Landlord implementation programme.
- Completion of annual asset review programme.
- Occupancy and utilisation levels across the operational estate.
- Delivery of estate rationalisation targets.
- Delivery of accommodation-related MTFS savings.
- Customer satisfaction from Council services.
- Number of assets reviewed annually.
- Reduction in under-utilised accommodation.
- Delivery of workplace transformation objectives.
- Performance and development of Corporate Landlord Service Specialists.
- Leadership of the Corporate Landlord Function
- Successful delivery of business case approvals and property transformation projects
- 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

- Service Leads, Managers and Colleagues
- Assistant Director Corporate Property
- Head of Strategic Property Consultancy
- Facilities Management
- Lifecycle Asset Manager
- Property Information Manager

- Corporate Landlord Service Specialists
- Finance Business Partners
- Directors and Heads of Service
- Elected Members

External

- Managing Agents
- Property Consultants
- Public Sector Partners
- Commercial Occupiers
- Professional Bodies
- Government and Regional Partners
- Developers and Stakeholders

Authority level

- TBC

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. Extensive knowledge of Corporate Landlord principles and strategic asset management best practice.*
2. Knowledge of accommodation planning, workplace strategy and estate optimisation methodologies.
3. Knowledge of local authority governance, decision-making and business planning processes.*
4. Strong understanding of property asset management, utilisation analysis and portfolio performance management.*
5. Ability to analyse complex property, financial and operational information and translate this into strategic recommendations.*
6. Ability to develop robust business cases, options appraisals and investment proposals.*
7. Excellent communication, negotiation and influencing skills.
8. Ability to build effective relationships with senior stakeholders and gain commitment to change.*
9. Ability to lead and develop high-performing teams.*
10. Strong programme and project management skills.*
11. Ability to balance corporate priorities with service delivery requirements.
12. Strong report writing and presentation skills.*
13. Ability to drive organisational change and challenge established ways of working.*
14. Strong commercial awareness and financial acumen.

Essential qualification(s) and experience

1. Local Government property or Service experience.
2. Experience leading or managing a Corporate Landlord, asset management, property management, facilities management or business partnering function.*

3. Experience managing and developing professional staff and multidisciplinary teams.
4. Experience leading accommodation reviews, estate rationalisation, asset reviews or workplace transformation programmes.
5. Experience developing and delivering business cases and strategic recommendations relating to property assets.*
6. Experience working with senior managers, Directors or equivalent stakeholders to influence organisational decision making.
7. Experience identifying and delivering efficiencies, savings or service improvements.*
8. Experience leading organisational change and transformation programmes.
9. Experience using property, utilisation or financial data to inform strategic decision making.*

Desirable Qualifications and Experience

- Degree qualification or equivalent professional qualification in Property, Estate Management, Asset Management, Facilities Management, Surveying, Construction, Business Management or a related discipline.
- Professional membership of RICS, IWFM, CIOB or equivalent professional body.
- Experience implementing a Corporate Landlord model within local government.
- Experience managing a team of Property Service Specialists or Corporate Estate Managers.
- Knowledge of CIPFA Corporate Landlord guidance and best practice.
- Experience of accommodation reviews and workplace planning.
- Experience of estate rationalisation or asset review programmes.
- Experience using property management or asset management systems.

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