

**Job Title: Director of Property & Asset Management**

**Grade: JNC – Director Level**

**Directorate: Housing, Environment & Communities**

**Accountable to: Strategic Director of Housing, Environment & Communities**

**Job Purpose**

As the Director of Property and Asset Management, you will be responsible for the strategic and operational management of the council’s diverse property and asset portfolio, which includes residential, community, corporate, and commercial buildings. You will ensure that these assets are well-maintained, safe, energy-efficient, and meet long-term strategic objectives. In this role, you will act as the Principal Accountable Person (PAP) for building safety and oversee the leadership of health and safety compliance specifically for social housing properties, ensuring adherence to fire and building regulations. You will oversee planned and reactive maintenance, major works, and facilities management while delivering excellent customer service and ensuring value for money.

You will lead a high-performing Property and Asset Management Team and work collaboratively with senior leadership, Elected Members, and external partners. As part of the Senior Leadership Team, you will contribute directly to the wider corporate strategy, business planning, and strategic risk management.

**Leadership Responsibilities**

Lead and Inspire

* Provide strategic leadership to the Property & Asset Management Team, ensuring alignment with the council’s values, and driving high performance and continuous improvement.
* Act as a role model, promoting a customer-first approach to property and asset management services, ensuring residents, staff, and stakeholders receive high-quality service.

Maximise Resources and Innovation

* Manage the council’s property & asset management services efficiently, ensuring delivery within agreed budgets and seeking opportunities for cost savings and income generation.
* Leverage digital tools such as Building Information Modelling (BIM) and predictive maintenance systems to enhance service delivery and improve operational efficiency.

Communicate Priorities Clearly

* Ensure that all staff are aware of and aligned with the council’s priorities, ensuring clear communication and fostering collaboration across teams.
* Build strong relationships with internal and external stakeholders, including residents and elected members, ensuring that property & asset management services reflect community needs.

Set Clear Goals and Monitor Performance

* Establish clear Key Performance Indicators (KPIs) for property and asset management functions, regularly reviewing team performance and providing feedback to ensure continuous improvement.
* Report to the Executive team, Elected Members, and Senior Leadership on financial performance, compliance, and risk management related to property and asset management.

Key Relationships

* Internal: Chief Executive Officer, Senior Leadership Team, Elected Members, Heads of Service, and the wider Property & Asset Management Team.
* External: Contractors, regulatory bodies, housing associations, community groups, residents, and other stakeholders.

**Specific Accountabilities of the Role**

Building and Fire Safety (PAP Responsibilities)

* Serve as the Principal Accountable Person (PAP), ensuring that all high-risk residential buildings comply with fire safety regulations and other building safety standards.
* Lead the development and review of building safety cases, conducting regular audits and risk assessments to ensure safety standards are met.
* Implement a comprehensive Building Safety Management System, addressing risks and ensuring compliance with regulatory requirements, while ensuring that safety measures are clearly communicated to residents.

Strategic Property and Asset Management

* Develop and deliver the council’s Property and Asset Management Strategy, ensuring that assets are managed for long-term value and aligned with the council’s business plan and sustainability goals.
* Oversee the planning and execution of major works, cyclical maintenance, and void repairs, ensuring that projects are completed on time, within budget, and to a high standard.
* Lead the strategic assessment of the property portfolio, ensuring assets are optimally maintained, invested in, or disposed of according to long-term financial and operational goals.

Facilities Management and Corporate Landlord Responsibilities

* Oversee Facilities Management for the council’s corporate, community, and commercial buildings, ensuring efficiency, compliance, and value for money.
* Act as the Corporate Landlord, ensuring that properties under council ownership are well-managed, aligned with service needs, and compliant with all health and safety regulations.

Risk Management and Regulatory Compliance

* Ensure compliance with all statutory and regulatory obligations, including fire safety, gas safety, asbestos management, legionella control, and electrical safety.
* Develop a comprehensive risk management framework, identifying and mitigating risks related to building and fire safety, health and safety compliance in social housing properties, ensuring legal compliance and protecting the council’s reputation.

**General Accountabilities and Responsibilities**

Financial and Performance Management

* Oversee significant capital and revenue budgets related to property and asset management, ensuring that financial resources are efficiently allocated, and performance targets are met.
* Implement robust financial management processes, ensuring compliance with council policies and that financial targets, including cost savings, are achieved.

Data Management

* Ensure the accuracy and integrity of asset data, particularly in relation to stock condition assessments and building safety, supporting long-term financial forecasting and investment planning.
* Use data and analytics to drive decision-making, improve service delivery, and ensure compliance with regulatory requirements.

Change Management and Continuous Improvement

* Lead change management within the Property & Asset Management Team, implementing improvements in processes and culture to enhance efficiency and service delivery.
* Promote a culture of continuous improvement, integrating resident and stakeholder feedback into the development and execution of property and asset management services.

Sustainability and Compliance

* Ensure compliance with EESSH 1 and EESSH 2 standards, promoting sustainability and contributing to the council’s net-zero carbon goals.
* Implement strategies to improve energy efficiency and ensure that assets meet or exceed all environmental regulations and sustainability targets.

Resident and Stakeholder Engagement

* Lead resident engagement strategies, ensuring tenants and leaseholders are actively involved in decision-making and service improvement processes, particularly regarding safety and maintenance.
* Foster a customer-focused environment, ensuring that resident satisfaction is a priority in property & asset management operations.

Procurement and Contract Management

* Oversee the procurement and management of contracts related to property and asset management, ensuring compliance with council policies and ensuring value for money from suppliers and service providers.

**General Accountabilities and Responsibilities**

People management

* Ensure that staff assigned (directly or indirectly), understand the priorities, objectives and policies of the Council, Service and Division and can successfully implement decisions.
* Responsible for staff management and supervision including setting clear objectives, recording absence, and carrying out return to work interviews, employee appraisals, and managing performance against objectives.
* Ensure that staff are updated on matters that may affect them, including Council policies, statutory duties, legislation etc and that they comply with

its requirements including the completion of mandatory training an in relation to. managing information and data protections.

* Mandatory training in relation to information management and data protection and make sure full confidentiality is respected by all staff.

Customer Care

* Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council.
* Ensure compliance with appropriate legislation, Council Policies, the Council Constitution, Financial Rules, Employees Code of Conduct, and other requirements of the Council.
* Ensure compliance with and actively promote the Council’s Equalities and Diversity policies and strategies, Health and Safety at work legislation, Council and Service H&S policies and procedures.
* Comply with the General Data Protection Regulation and Data Protection Act 2018 (DPA 2018) (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
* Take responsibility for continuing self-development and participate in training and development activities and ensure high standards of record management and responsibility for all information assigned to the post.

**The above-mentioned duties are neither exclusive nor exhaustive and the post-holder may be called upon to carry out such other appropriate duties as may be required by the Strategic Director of Housing, Environment and Communities within the grading level of the post and the competence of the post-holder.**

**This is a politically restricted post in accordance with Section 2(1) (b) of the Local Government and Housing Act 1989.**

| **Attributes** | **Essential** | **Method of Assessment** |
| --- | --- | --- |
| **Education Qualifications** | Educated to degree standard or relevant experience equivalent to having gained a degree or equivalent qualification.Evidence of continuous professional development | AF1 |
| **Knowledge, Experience and Skills** | Experience of working with senior managers and Members and an ability to communicate effectively and persuasively with residents, members, officers at all levels of the organisation, and partners to positively represent the Council. | AF2/I |
|  | Experience of developing effective working relationships with strategic partners and inter-agency working to build sustainable working relationships. | AF3/I |
|  | Experience of developing, negotiating, and implementing corporate and business/service planning, and performance management frameworks including performance indicators and target setting.  | AF4/I |
|  | Confident in utilising data to support strategy development and delivery and establishing methodologies for doing so. | AF5/I |
|  | Substantial executive level management experience in a large organisation with a successful track record in the management of large staff groups and motivating them to achieve new ways of working. | AF6/I |
| Significant experience in developing and delivering effective management strategies in an enforcement or community safety field | I |
| Demonstrable and effective political understanding and awareness and ability to operate effectively in a political environment. | I |
| In depth understanding of the financial significance within the public and private sector with an ability to understand, analyse and draw correct conclusions from numerical and statistical data, understand and effectively communicate business and financial plans. | I |
| An effective leader: able to energise, engage, motivate, and create a positive team spirit where team members work together to deliver corporate, customer focussed, outcomes-based and individual objectives. | I |
| Knowledge of the regulatory environment within which the Enforcement and Community Safety teams will operate and able to see both the big picture and focus on specific elements. | I |
| A visionary who is innovative and a lateral thinker, encouraging others to explore and develop ideas to deliver transformational change in service outcomes. | I |
| Demonstrable communication skills including report writing and presenting.  | I/T |
| **Personal Qualities / Behaviours**  | **Deliver**As a leader and manager, I accept responsibility for service delivery, am clear about the service offer and deliver what I promise. I am willing to make decisions and be accountable for them. I work collaboratively, flexibly, constructively and exhibit this ethos in all my dealings with residents, colleagues, and partners I have a positive can-do attitude where I see problems as challenges which can be overcome. | AFV1, I/T |
|  | **Respond**I am relentlessly reliable. I set high standards, encourage improvement, and support my team. I take ownership for creating the right conditions for my team to follow my example to achieve high levels of performance. I challenge my team in a professional, courteous manner with the aim of reaching a mutually agreeable resolution. | I/T |
|  | **Inspire**I understand how the council is working to change the borough for the better and work with my team to find solutions so that they can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns. | I/T |
|  | **Value**I encourage my team to learn, grow, develop to achieve their potential. I am prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. I take pride in my work, am a role model to others and listen and learn so my team can receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate. | AFV2, I/T |
|  | **Engage**I am visible, open, honest, respectful, and accessible. I listen and recognise a job well done. I empower my team to challenge the way we do things, so we improve services and nurture a new kind of relationships with our residents and customers. I want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face who can constructively challenge the way things are done where there is evidence that it impedes service delivery. | AFV3, I/T |

AF = Application Form I=Interview T = Test