

Title Estates Technician (Strategy and Information)	Department Place	Post Ref. Indicative Grade A
Reporting to: Compliance, Maintenance and Risk Manager		
Job Purpose To undertake a range of straightforward property management, valuation and professional services as a technical professional in the in-house Strategy and Information Team, which supports the delivery of the Council's Corporate Property Strategy, Property Asset Management Plan and Service Asset Management Plans. Assisting more experienced colleagues undertaking more complex and sophisticated work.		
Key Responsibilities <ol style="list-style-type: none"> 1. To deputise for and support the Senior Estates Technician across a number of property and property related functions, including : <ol style="list-style-type: none"> 1.1 Managing case load of transactions with limited guidance or supervision. Dealing directly with clients and end users and managing to conclusion, including 1.2 Supporting the Corporate Asset Management Group (CAMG) and the Capital Investment Board; 1.3 Collaborating with the Place Commissioning teams and Arc; 1.4 Providing specific information and advice on property related matters; 1.5 Contribution to and support in the preparation of the Corporate Property Strategy, Property Asset Management Plan, Programmed, Cyclical and Reactive Maintenance and Service Asset Management Plans; 1.6 To ensure compliance with the reporting and approval systems to ensure smooth progress of transactions, including collating, editing and submitting briefing papers, reports and arranging 	Key Accountabilities <ol style="list-style-type: none"> 1. Delivery of discrete elements of the Strategy and Information Business Plan. 2. Qualitative performance against a range of soft targets revolving around compliance, maintenance and risk, empathy with stakeholders, recognising the need to develop relationships and trust, linked to contextual and political awareness and meeting or exceeding expectations in the broadest sense. 3. Quantative performance against a range of financial targets around budgets, income/revenues, which from time to time may include from the commercial and farms estate and capital receipts from the disposal of surplus and development land and property. 4. Quantative performance against a range of budget targets for programmed, cyclical and reactive maintenance programmes and projects. 5. Quantative performance around a range of time related targets including programmed, cyclical and reactive maintenance programmes and projects and by exception, delivering capital receipts and acquiring land and property. 	

<p>necessary approvals together with the provision and submission of background papers, plans and documentation and updating corporate systems.</p> <p>1.7 To ensure compliance with Freedom of Information and Data Protection legislation, together with provision of day to day information and property related data to support the work of the Practice.</p> <p>1.8 Input and update the P2/Concerto system and run reports, providing interpretation as required.</p> <p>1.9 Operate the GIS/mapping systems</p> <p>1.10 Provide information for FoI requests.</p> <p>1.11 Day to day management of and updating and reporting on the Risk Register and Statutory Compliance matters, alerting colleagues to issues or concerns.</p> <p>2. As Estates Technician, undertake activities in supporting the delivery of complex transactions and the management and direct delivery of a range of straightforward, including but not limited to:</p> <p>3. To oversee discrete programmes of work and groups of projects</p> <p>4. Deliver and manage property sales.</p> <p>5. Identify and implement landlord changes.</p> <p>6. Undertake property valuations for all purposes and to assist with the provision of valuation advice as required</p> <p>7. Undertake Rating Revaluations and to assess and negotiate rating assessments</p> <p>8. Acquisition of land and property</p> <p>9. Undertake various landlord and tenant matters associated with commercial, industrial, agricultural and residential property management</p> <p>10. Ensure efficient and effective collection of rents and other charges in accordance with NCC Financial regulations, liaising directly with tenants and client departments as necessary</p> <p>11. Raising of charges on the sales ledger, raising invoices or journals as appropriate and maintaining all documentation to support charges raised, co-ordinate annual ground rent charges and forward to appropriate agencies.</p> <p>12. To maintain systems and processes to enable achievement of and reporting on financial, time and quality performance targets.</p>	<p>6. Enhancing the reputation of the in-house property function, building confidence and the ability to respond quickly and sensitively to a rapidly changing range of issues.</p> <p>7. Identifying problems and issues at an early stage and advising on timely mitigation to reduce impact.</p> <p>8. Ensure that all land and property decisions are auditable and evidence based.</p> <p>9. Maximise opportunities to reduce property costs in a way that reflects organisational values of quality and inclusion and high standards of professional conduct</p> <p>10. Managing the Council's leased estate to maximise rental incomes, while reducing un-let space and arrears.</p> <p>11. Identify opportunities to that realise economic development and regeneration opportunities and joined up property solutions</p> <p>12. Where property is declared surplus, identify disposal options promptly in accordance with the Council's Disposal Strategy.</p> <p>13. Providing information, context and background on a range of land and property asset management, property information and estates and non-construction property matters.</p> <p>14. Delivering services within the allocated budget – both capital and revenue</p> <p>15. Alerting the Managers if where unforeseen events impact service delivery targets including budgets</p> <p>16. Providing data about customers and the operating environment</p> <p>17. Meeting statutory or regulatory standards that apply to the services managed</p> <p>18. Ensuring processes and reporting and approval systems are complied with, so as to secure smooth progress of day to day activity.</p> <p>19. Compliance with Freedom of Information and other enquiries and requests for information, together with compliance with data protection legislation.</p> <p>20. Deliver value for money, legal compliance and ease of access to services for our customers and leading by example to achieve the most efficient service design and delivery</p>
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Tier 7 – Experienced / Professional Staff

13.To prioritise work to respond to fluctuating workloads, balancing the important and the urgent. 14.To adopt a business-like approach for the Team to achieve best in class fee earning performance when acquiring, disposing of or remodelling property, assembling land, negotiating lease and licences and property transfers; 15.To manage individual budgets and forecast expenditure to manage budgets to targets 16.To ensure that information systems, the Asset Register and data bases are fully utilised and kept up to date, recommending upon enhancements and system improvements. 17.To monitor and manage personal performance, capacity and capability and individual development. 18.Procure external specialists where necessary to support the work of the Team and to monitor performance and budgets against pre-agreed work programmes. 19.To raise awareness generally about compliance and health and safety issues and directly intervene if issues are identified. 20.Acting as ambassador for the Team to form and achieve positive relationships with all stakeholders, including Members and external stakeholders.	

Person Specification	
<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
1. Educational attainment sufficient to meet rigorous requirements in respect of written and verbal communication skills, mathematical ability, analytical and problem solving. 2. Good understanding of the knowledge skills and attitudes required of a property professional 3. Knowledge of compliance and related legislation	1. Ability to work in collaboration and listen to others 2. Strong communication skills 3. Analysing, problem solving and decision making 4. Putting Customers first 5. Taking personal responsibility 6. Getting things done

Tier 7 – Experienced / Professional Staff

<p>4. Awareness of the UK planning system and property law</p> <p>5. Knowledge of Council Financial Regulations, its Constitution and Freedom of Information and Data protection legislation.</p>	<p>7. Seeking to understand others</p> <p>8. Builds strategy and plans based on service engagement, data, options appraisal, evidence and benchmarking</p> <p>9. Ensures decisions are based on sound financial and non-financial information and appraisal of options</p>
<p>Experience</p> <p>1. Some experience of working within a Corporate Landlord or strategic property function</p> <p>2. Leadership and management experience of more junior staff, working effectively with a wide range of stakeholders including senior officers, County and District Councillors, Parish Councils, community groups, schools and with external private and public sector partners and voluntary groups.</p> <p>3. Evidence of political sensitivity and successful working with Elected Members and stakeholders with overlapping and conflicting interests</p> <p>4. Commercial awareness and experience of working in a commercial environment</p> <p>5. Deploying analytical and problem solving skills to address straightforward issues and conflicting interests.</p> <p>6. Negotiating and concluding straightforward and low value agreements to progress programmes of work and individual projects</p> <p>7. Negotiating and agreeing leases and licences and dilapidations</p>	<p>10. Keeps focused on strategic priorities and issues to ensure organisational outcomes are achieved</p> <p>11. Clearly defines and communicates objectives, standards and expectations to achieve organisational outcomes</p> <p>12. Works openly and transparently in collaboration with others both inside and outside the organisation</p> <p>13. Plans how work will be monitored and evaluated</p> <p>14. Acts in a manner that reflects the core values of the organisation</p> <p>15. Delivers professional impact through clear prioritisation, effective delegation and timely delivery of strategic priorities</p> <p>16. Maintains a calm and positive attitude under pressure and during times of potential conflict</p> <p>17. Inspires others to understand and buy into the organisational vision</p> <p>18. Takes into account the personal and organisational impact of change</p> <p>19. Empowers others to be innovative and make decisions</p>
<p>Role Dimensions</p> <p>8. This post is managed by the Senior Estates Technician, but it is expected that ETs will work direct to the Team Manager for specific projects and, exceptionally for the Team Manager, Estates Practice when pressures of work demand.</p> <p>9. This post is one of the Council's practising property professionals and will work on programmes and projects:</p> <ul style="list-style-type: none"> • Of a straightforward nature • Involving limited external and internal stakeholder engagement • Which are less sensitive • Have time and cash constraints 	

- With values up to £2M

10. Financial responsibility

- Assist management of a portfolio of property valued at £100M
- Assist management of a gross budget of approximately £0.5 M.

11. Staff: None

Date: September 2019