**JOB ROLE PROFILE AND PERSON SPECIFICATION**

Post Title and Number: Corporate Landlord Business Partner\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Grade: PO1 Dept: Housing, Regeneration &Development

Service/Section/Team: Strategic Property Services

Reports to (title): Corporate Landlord Manager

**Purpose of the Role:**

The Corporate Landlord Business Partner, working with Directors and Service stakeholders, supports the development of the corporate property strategy, and of forward plans and strategies for Customers’ operational property portfolios. Supporting operational delivery, driving efficiencies and providing opportunities for capital and revenue returns, to meet the Strategic Asset Management Plan (‘SAMP’) and corporate objectives.

The Property Business Partner commissions substantial and complex cross-cutting and collaborative asset management projects from conception to completion.

**Dimensions including Structure Chart:**

1. Annual budgetary amounts with which the role is either directly or indirectly concerned: The post holder will have no direct budgetary responsibility but will manage project costs with aggregated capital expenditure of c.£10m per annum, and also to help achieve SPS income targets.

Support the Corporate Landlord Manager, Head of Operational Estates Management and Property Director with managing income and expenditure cost centres relating to the operational portfolio which has a capital value of c.£900 million.

1. Structure Chart: See page 11

1. Number of direct reports:

No direct reports however but will assist the CL Manager with supervising Apprentice and

Graduate Surveyors as appropriate. Will assist with supervising project teams and external consultants as required.

1. Nature of reporting relationship between post holder and line manager

Reports directly to the Corporate Landlord Manager with direct supervision by the Senior Business Partner

1. Any other relevant statistics

The Council’s non-housing property portfolio has a capital asset value c.£1.2billion. The Operational estate makes up over £900m of this.

**Key Accountabilities:**

Insert the most important and frequent accountabilities first.

(You are not restricted to eight accountabilities)

|  |  |
| --- | --- |
| **Accountabilities** | **Anticipated level of time**  **H = High**  **M = Medium**  **L = low** |
| To lead portfolio and service based property reviews, working to understand service operational and corporate needs and provide best value, innovative and imaginative solutions to those needs within given constraints in line with the Strategic Asset Management Plan (SAMP) and Corporate objectives. | H |
| To lead Service Business Delivery Planning (BDP) reviews, develop and deliver specification with property implications and feed into wider Operational Property team to develop an holistic and service line asset management strategies for next 5 years. Undertake regular reviews and strategy changes in line with business requirements and Corporate objectives. | H |
| Ensuring Strategic Property Services are involved in service led strategy development and that property assets are viewed corporately across the Council.  Communications are robust and competing drivers are appropriately considered and presented at the correct forum Accommodation board, Property Board, EMT or other appropriate forums. | H |
| Represent the Property team at Service Director  Management Team meetings (DMT) or other internal and external environments, build relationships, give advice on strategic property matters and represent the interests of key stakeholders at all levels. | H |
| Assist with managing conflicting / competing  requirements, using negotiating and influencing skills and knowledge of corporate and service sectors to achieve win-win outcomes, using professional advice to allow Senior Officers to make decisions. | H |
| Assist with delivering the Corporate Landlord Policy, including assisting with development and implementation strategies as well as programmes and projects for the operational and investment property portfolios. | M |
| Support strategic asset engagement in collaboration with other Business partners, communicate change of  Corporate objective, influence and agree how this impacts the Service and how Property team can support. | M |

|  |  |
| --- | --- |
| Establish internal and external networks to deliver collaborative initatives and implement improvements in cross-cutting work. | M |
| Chair regular Building user forums to share comms strategies, upcoming projects and challenges which Property can support in line with BDP's. | M |
| Promoting the implementation of the Corporate Landlord roll-out programme, including participation in roadshows and presentations to positively promote the Corpporate Landlord strategy. Supporting the engagement/ introduction and assisting Directors with the appointment and training of Premises Services Leads across the Council to support them to achieve compliant nontechnical activity across Council properties. | L |
| Support Senior Business Manager in development of draft plan to target Service portfolios with site visits, promoting Property team and raising awareness on how Property can support. Gain an understanding on how Services operate, the challenges faced and feed this into overall Asset management strategy. | M |
| As the informed Client, represent the Service’s interests and instruct internal Construction teams on individual property/building projects, support Services through project identification and quantification of all programme benefits, desired and realised. Support Service throughout project and act as liaison between Service and  Construction team PM. Defining project brief/scope, and governance. | M |
| Work with Service stakeholders across the Council to continuously identify opportunities for innovation and rationalisation across the Council’s operational estate, responding to changing working practises and customer service delivery and supporting the Council’s Smart Working Policy and Build the Change programme to optimise the use of buildings, reduce costs and maximise income from the identification of surplus assets | H |
| Challenge existing practice, identify and generate innovative proposals for operational property  rationalisation and utilisation and use to deliver corporate objectives. | M |
| Work with colleagues in Operational Property and Construction, Maintenance and FM to ensure projects deliver commercial sites and buildings that are compliant with building regulations and landlord and tenant obligations, and that corrective action is taken when necessary, should shortfalls be identified. | M |
| Positively contribute to cultural change within the Operational Property team, supporting the Council’s vision, culture and values, leading on, and demonstrating, the Council’s Corporate Behaviours including: working collaboratively to find solutions, being flexible and constructive, taking responsibility, being open, honest and respectful and actively listening and learning. | H |
| Work closely with the Operational Estates Management team members to assist Service input option appraisals and to develop business cases as required. | L |
| Represent and/or Deputise for Senior Business Manager when required at relevant internal and external meetings and conferences, networking effectively and modelling and encouraging effective two-way communication with staff, customers, partners and residents. | M |
| Manage, maintain and input into the Asset Management  System as required working with the Property Information  Team to ensure the asset register and Asset Management System is up to date. Provide reports from the asset systems as required. | L |
| Prepare and oversee reports and deliver presentations to internal and external stakeholders, committees or meetings ensuring accuracy and professionalism. | M |
| Promote and champion cultural change within the team, supporting the Council’s vision, culture and values, leading on, and demonstrating, the Council’s Corporate Behaviours including: working collaboratively to find solutions, being flexible and constructive, taking responsibility, being open, honest and respectful and actively listening and learning. | H |
| Support Council’s Operational Property Review project. | L |
| Implement service improvement plans to time and budget | M |
| Demonstrate leadership behaviours in line with the Councils culture and values and embed these into daily practice. | H |
| Carry out all accountabilities in compliance with the  Council’s Policies and Procedures | H |
| Any other duties reasonably requested by management | - |

**Key Relationships (Internal and External):**

Directors, Assistant Directors, Heads of Service, key managers and staff within all departments.

Corporate Maintenance and Facilities Management (CMFM).

Legal and Finance Departments.

Leader and Cabinet Members, Members, Ward Councillors.

External:

NHS, schools, other public bodies, other Councils, Local MP, Central Government and Government Agencies, Emergency Services.

General Public, Trade Unions, voluntary and community groups.

Existing and prospective, tenants, lessees and landlords.

Professional (for example, RICS, CIPFA) and specialist external bodies, contractors and consultants.

Leisure Centre Management providers/partners, business community, property developers and agents.

**Equality and Diversity:**

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

**Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

**Corporate Health and Safety Responsibilities**

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* + take part in safety training and risk assessments and suggest ways of reducing risks; and
  + take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

**Information Security:**

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

**Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

# PERSON SPECIFICATION

**Job Title: Corporate Landlord Business Partner Grade: PO1**

**Department:** **Strategic Property Services** **Team: Operational Estates Management**

|  |  |
| --- | --- |
|  | **HOW TESTED**  Application – A  Test – T  Interview – I |
| **Job Specifics – Skills, Experience, Knowledge & Abilities**    **Essential:**     1. **As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.** 2. **Proven ability to manage and influence conflicting / competing needs and outcomes across departments, engage, coach, influence and motivate stakeholders and set clear targets and expectations** 3. **Previous experience collaborating with a local government front line service.** 4. **Ability to deliver projects on time and within budget, responding positively to changing/competing demands. Evidence of high levels of customer service and satisfaction** 5. **Proven ability to work effectively across professional disciplines within the built environment. Excellent analytical and problem-solving skills, commercial and financial acumen, ability to quickly see the ‘big picture’, identify trends from complex data and make informed decisions.** 6. **Strong written and verbal communication skills** 7. **Good working knowledge of IT systems, including MS Office, asset management programmes, data bases and other relevant software packages.** 8. **Good understanding of relevant legislation (e.g. Local Government Act, Landlord and Tenant Act and Health and Safety legislation).** | **A/I**        **A/I**    **A/I**  **A/I**    **A/I**      **A/I**  **A/I**    **A/I** |

|  |  |
| --- | --- |
| **Desirable:**   1. **Knowledge and understanding of CIPFA best practice and guidance in relation to the Corporate Landlord approach.** 2. **Previous local government experience in operating a front line council service including business delivery planning** 3. **Sound property management knowledge of commercial/public sector property/building and facilities management** |  |
| **Behaviours**    Appropriate behaviours are key to the delivery of our vision for Enfield.    We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;    **Take Responsibility**  We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.    **Open, Honest and Respectful**  We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.    **Listen and Learn**  We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate. | **A/I** |

|  |  |
| --- | --- |
| **Work Together to find solutions**  We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.      **Candidates: Please ensure you address these behaviours in your responses to the essential (and desirable if applicable) criteria above.** |  |
| **Competencies:**    **Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.**     1. Customer focus 2. Deliver service performance 3. Focus on continuous improvement 4. Political awareness and context | **A/I** |
| **Qualifications & Professional registration criteria**    **Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**    **1.**  **2.** | **I** |
| **Special requirements**    **Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.** | **I** |
| **1. Hold a clean driving licence and have access to a vehicle to make site visits, or you will need to put in place suitable alternative travel arrangements (e.g. bicycle)** |  |

**Structure chart**

