



JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Head of Service - Commercial Assets

POST NO: 0000

REPORTING INTO: Strategic Director - Corporate Resources

SALARY: £71,000

MAIN PURPOSE OF ROLE

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Commercial Assets service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

MAIN DUTIES & RESPONSIBILITIES

As a member of the Council's Operational Management Board (OMB) you will:

- Work in partnership across the Operational Management Board (OMB), Senior Management Board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and

responsibilities.

- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

As the Head of Service for Commercial Assets you will:

- Lead the management, development, performance and continuous improvement of our Commercial Assets service including Surveying, Commercial Property, Car Parking and Matford Centre & Markets.
- Lead in the development of strategic and business asset management plans and effective policies.
- Optimise property performance, maintenance and refurbishment to increase the council's commercial property use and income generation.
- Be knowledgeable and informed while adhering to relevant laws, local and national policies that relate to the Commercial Assets portfolio.
- Set up, manage, and lead multi-disciplinary and multi-agency project teams for each project where necessary, ensuring projects are delivered on time and within budget.
- Have principal responsibility for the successful running of the Matford Centre & Markets, through working with key stakeholders and engaging with the public.
- Be responsible for scrutinising contracts related to Commercial Assets by ensuring they are compliant and in line with legislation and policies.
- Continuously review and improve the Commercial Asset service and identified opportunities for more efficient and effective working.
- Lead the professional development of employees within the Commercial Assets service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Lead the Commercial Assets team by delivering a comprehensive commercial asset management function in respect of the Council's diverse property portfolio - including car parks - and to contribute to the delivery and management of those estate management activities
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

Person Specification

Criteria - Education	Assessed by Application Form	Assessed by Interview Panel	Assessed by Presentation
E - Educated to Degree Level or equivalent relevant to Commercial Assets	X		
E – Chartered Member of Royal Institute of Chartered Surveyors (RICs qualification) or working towards membership	X		
E - Evidence of Continuing Personal and Professional Development (CPD) related to the Commercial Assets portfolio.	X		
Criteria - Experience			
E - Extensive leadership and senior management experience in a complex organisation.	X		
E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
Criteria - skills, abilities and knowledge			
E - Extensive knowledge and experience of Surveying, Commercial Property, Matford Centre and Markets and Car Parks.		X	
E - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
Criteria - Personal Attributes			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

E - Essential / D - Desirable

Date last updated - June 2024