

Job Description

Job Title: IMS, Systems and Assets Records Manager

POSCODE: HAY03460

Grade: K

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

Ensure that Council staff, management, partners and stakeholders are properly supported with appropriate Property Asset Information, within the systems to support and deliver Asset Management Plans (AMP) and the strategic vision for asset utilisation and rationalisation.

To lead a team whose role it is to:

- Design, monitor, implement and manage an accredited and certified Integrated Management System across Property Services, ensure the integrity of Property Services data and the associated IT systems, to maintain business continuity and to provide Property Services data reporting to all levels within the Council.
- Maintain Property Services asset records, data and property intelligence

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

| | Main accountabilities |
|----|---|
| 1. | Design, develop, maintain and manage an accredited Integrated Management System to record/monitor Property Services activity. |
| 2. | To be responsible and accountable for the continuous development and improvement to Property Services' data systems to; <ul style="list-style-type: none">• Manage Property Services knowledge, data management, business intelligence, and performance management capability providing all of the strategic and performance data required.• Provide relevant, quality and timely business and commercial analysis to assist the Head of Property Services and their Senior Managers to strategically commission services. |
| 3. | Lead and manage the day to day activity and planned programme of works of the IMS, Systems and Asset Records Team ensuring that the tasks are carried out in accordance with agreed policy and procedures, ensuring accurate, timely and cost effective service delivery. |
| 4. | Develop and ensure effective implementation of records of all County Council land and property data including but not limited to acquisitions, dedications, disposals, leases and tenancies by interpreting and extracting details from complex legal documents. These records need to provide a comprehensive account of current and historical property assets and related liabilities, including running a caution diary to flag up and instruct our Estates function, for example, lease renewals, rent reviews and break clauses. |
| 5. | Develop and maintain systems, processes and procedures to enable effective analysis |

| | |
|-----|---|
| | and verification of all existing and new records data and information with the primary purpose of assessing and thus ensuring 'one property one truth'. |
| 6. | Ensure that records held in relation to property assets are sufficiently updated as and when changes occur. This will involve interaction with key senior officers across the Council and external stakeholders to obtain the required information. |
| 7. | To extract and convert data into useable, high quality business intelligence on key customer segments to identify and enable efficient and cost effective service delivery. Provide strategic information and operational performance data to support operational decision making, performance improvement and regulatory inspection. Liaise closely with the Property Asset Management team to ensure that building information under Property Services' control is in a format to inform decision making. |
| 8. | Act as project manager on appropriate stages of systems change and development projects. |
| 9. | Ensure the availability of land ownership data, with links to appropriate property databases, on the Corporate Geographical Information System by analysing and interpreting conveyance plans. |
| 10. | To lead and direct the team to develop the full potential of staff to meet Property Services evolving business needs. |
| 11. | To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. |

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
|--|--|-------------------------|
| NVQ Level 4 | In relevant subject e.g. Database/ business management or Estates Management | Essential |
| Graduate level qualification or equivalent professional qualification in a related subject | | Desirable |
| Professional Asset Management qualification | | Desirable |
| | | |

Minimum levels of knowledge, skills and experience required for this job

| Identify | Describe | Essential/ Desirable |
|--|--|-------------------------|
| Knowledge | | |
| Understanding of the financial, regulatory and statutory requirements in regards to asset management. | | Essential |
| Excellent understanding and application of data and knowledge management working at a strategic level within complex corporate systems | | Essential |
| Knowledge and understanding of the dynamics and complexities of public sector and the Local Government environment and its impact on service provision, staff and relationships with key stakeholders. | | Essential |
| Knowledge of service improvement tools, techniques and change management theories e.g. LEAN | | Desirable |
| Understanding of capital and revenue budgets. | | Essential |
| Skills | | |
| Ability to interpret and extract information from property related documentation and drawings | | Essential |
| Excellent communications skills | | Essential |
| Organisational and time management skills and ability to plan and deliver objectives within an agreed timeframe. | | Essential |
| | | |
| Experience | Give an idea of the type and level of experience required do not specify years of experience. | |

| | | |
|--|--|-----------|
| Proven experience of managing databases in a range of applications. | | Essential |
| Proven line management and supervisory experience, including recruitment, performance management, appraisal and conduct. | | Essential |
| Experience working with senior and strategic management in the public, private and third sectors. | | Essential |
| Experience of presenting outcomes of improvement initiatives to managers, staff and other stakeholders. | | Essential |
| Experience of designing and delivering training and development programmes in service improvement to all levels of staff | | Desirable |
| Equal opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs | Essential |

Disclosure level

| | | |
|--|----------|----------------------------------|
| What disclosure level is required for this post? | None | Standard |
| | Enhanced | Enhanced with barred list checks |

Work type

| | | | | |
|---|-------|----------|-------|------|
| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed | Flexible | Field | Home |
|---|-------|----------|-------|------|

Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

| | | | |
|--------------------------------------|---|---|------------|
| Job title: | IMS, Systems and Assets Records Manager | POSCODE (Needed for re-evaluations) | |
| Reports to (job title): | Head of Property Services | Directorate/Service: | Place |
| Presenting Manager: | | Date of evaluation: | |
| Supporting HR contact person: | | New Post | Yes |
| | | Re-evaluation: | No |

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

The team is responsible for ensuring that the data and systems operated within the Property Service are suitable, fit for purpose and properly utilised across the service. This enables effective utilisation and management of the Council's Property Portfolio.

This requires the team to carry out business as usual activity whilst also planning and implementing improvements where deemed beneficial.

The manager of the team provides leadership to the team and subject matter expertise which is supplemented by knowledge from within the team.

The importance of this team and its impact of the delivery of an efficient Property Service cannot be underestimated, if the data is out of date or the systems and processes are not working correctly income will be lost, expenditure will be un-necessarily increased and opportunities will be missed.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Please see appropriate structure chart.

Communication and influencing

| Contact | Nature of interpersonal skills used |
|----------|---|
| Internal | The post holder will need to be flexible in interpreting and analysing issues that various stakeholders may put forward that could impact on the prioritisation of business as usual activities / projects. |
| | The post holder must be able to influence, persuade and negotiate and justify the actions they recommend in a confident manner. |

| | |
|----------|---|
| | The post holder has to be able to demonstrate excellent interpersonal communication skills, advising, influencing, persuading and negotiating at senior management and other levels within and external to the Council as appropriate. |
| | The post holder has to be proactive, diplomatic and conscientious; possess strong influencing skills and self-awareness to ensure the appropriate matching of resource to tasks and that skills and experience of staff effectively fulfil their assignments. |
| | Making respectful and constructive challenge when shortfalls are observed or anomalies occur and managing these circumstances with diplomacy and tact while being confident and assertive. |
| External | Negotiating and influencing contractors and managers at all levels of organisations to ensure delivery of upgrades and improvements take place in a timely fashion with minimal disruption to the business as usual activity of the Council. |

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Forward planning is required in order to ensure that the systems are maintained at all times – for example contract renewals for software or re-procurement of systems must be planned many months and in some cases years in advance of the implementation date in order to be successful.

Annual planning is agreed within the postholder's PADP, the postholder will then cascade this into the PADPs of the team members.

Cyclical delivery of information needs to be planned for to allow sufficient time for it to be collated etc.

What level of supervision is this post subject to?

This role has a high level of autonomy of the work programme. The annual objectives of this role are agreed and monitored with the Head of Property Services. Other emerging activity is prioritised in conjunction with the manager.

The work pattern is diverse and irregular and requires a high level of tolerance and aptitude on behalf of the postholder in designing and prioritising their workload. The range of activities will include direct monitoring of and directing the IMS, Systems and Asset Records Team.

More regular Weekly/monthly activity may include attendance at team meetings, attending a range of meetings (project management boards, issue based meetings or division unit meetings), providing detailed information regarding Key Performance Indicators and Property Services performance / areas of concern.

Supervision provided by the Head of Property Services to the postholder and should be at a minimum monthly. This will include reviewing and developing PADP on a quarterly basis, property intelligence issues, property performance reporting and IMS, Systems and Asset Records Team.

The postholder will provide supervision as above to their direct reports

What type of priorities is the post holder able to set themselves?

The post holder primarily sets their own workload agenda and that of the team and needs to take account of the ever changing property environment within the Council i.e. the provision of timely accurate information.

The post holder will need to prioritise service improvement based on urgency of issue and scale of problem which could come from regulatory or internal inspections, customer feedback or complaints. The post holder can decide which process/procedures need to be improved first and can influence the Property Services Senior Management Team as to where resources are prioritised.

What kind of systems, procedures or 'rules' are set around the job?

The postholder is guided by the following procedures and systems.

- The Council's constitution and other associated policies and procedures
- The Council's terrier solution
- IFRS requirements
- RICS standards
- SORP's
- DfE guidance
- Copyright laws
- GDPR

The above processes, procedures and systems provided the operational governance frameworks in which the post holder operates. The postholder has the autonomy to operate, advise and provide services. Furthermore the postholder is accountable and has the discretion to alter/amend the Council's terrier solution which has a significant impact on the Council's fixed asset register complying with statutory and regulatory requirements.

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Example 1

The post holder is responsible for ensuring that all schools building plans are up to date with all extension and alterations so that Department for Education (DfE) funding, direct support grant, can be allocated correctly and fairly. The post holder has developed systems and procedures to capture this information from various sources as well as direct negotiation with both schools and external project managers/architects to ensure the team receive the information in the correct format and in a timely manner.

Example 2

The post holder is responsible for ensuring the integration of Property Services data held in contracted partners systems across to a new property asset management system on the appointment of a new contract/supplier. This included negotiations with these partners, system suppliers and project managers to ensure all relevant information has been captured and integrated without losing the integrity of the data or level of service. The post holder is also responsible for the design, roll-out, adoption, and management, (including arranging any training for users); of new systems/processes to suit the new records system.

Not to have achieved a successful transfer of management information would have left the Council vulnerable to an incomplete records system i.e. potential decisions based on incomplete/incorrect data.

At what point does the post holder escalate a problem to a more senior employee?

The post holder will need to work within the Council's financial regulations and SORPs whilst the post holder has discretion regarding self-management. The post holder will be expected to manage within their range of competencies and their self-knowledge and when to refer or will only refer when they have exhausted all their own ideas/options.

Decision making

| | |
|--|---|
| Does the post holder makes a decision based on | a set process to resolve the problem yes |
| | a solution based on their past experience yes |
| | seek more information to determine the extent of the problem yes |
| | use creative thinking to develop new concepts yes |

Please give an example to illustrate the approach to decision making specified above.

Example 1

To explore different approaches through the use of research, analysis and investigation to develop services that meet the changing requirements of legislation, standards or best practise in the Property and Facilities Management sectors. This could be translated into new approaches to the delivery of quality services, improved quality assurance mechanisms and the development of new policies.

Example 2

The postholder has to develop and implement processes for capturing asset record information and holding it electronically with links to the systems where currently it is held in paper copy using creative thinking around the systems. This ultimately will allow the new concept of internal and external customers and partner's visibility of property documents, plans and related data via the web.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

Example 1

The postholder has total discretion in directing the activity of the IMS, Systems and Asset Records Team to meet objectives or tasks set in conjunction with the Strategic Estates Manager or those set by the Asset Records Manager themselves.

Example 2

To provide independent advice and critical challenge in relation to the quality and performance of services. The post holder will develop proposals for consideration to improve the quality and performance of services and working with relevant SMT members, agree and implement the changes required. The post holder has the discretion in how service improvement is developed, monitored and tracked across the services.

Where standards and regulatory regimes are changing the post holder will need to assess the impact on the business and decide how to ensure continued compliance.

Impact

Financial impacts of the role

| Financial measure (e.g. income, expenditure, capital budget) | Amount (£) | Role (Direct control, joint control, advisory/influencing role) |
|--|--|---|
| Revenue Budget | £40k | Responsible |
| Capital Budget | c£300k every 5 years at strategic contract renewal | Responsible |
| | | |

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

The postholder is responsible for 4 members of staff each with a different area of specialism.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

None – post situated in an office environment.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

No – post situated in an office environment.

Declarations

All roles – Manager

JDQ completed by:

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name: