

## Job Description

Job Title: Senior Surveyor (Urban)

Job number: 3222

Grade: K / SO2

### 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.

The Senior Surveyor is responsible for delivering a range of estate management case work requiring professional input, for the LGSS Strategic Assets' Cambridge office.

### Main accountabilities

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

	Main accountabilities
1.	To be responsible for the delivery of a case load including operational Urban property management, valuations and transactions, to represent LGSS within internal and external environments in respect of operational property matters.
2.	To provide good quality professional advice to Strategic Assets' customers in the Cambridge Office on estate management and valuation matters, and to advise Service Directorate colleagues on professional and technical issues.
3.	To contribute to the delivery of delegated LGSS and LGSS-Managed budgets on target, including the delivery of any agreed savings and efficiencies targets
4.	To deliver property disposals within appropriate timescales and in line with best value requirements, which contribute to the delivery of annual Capital Receipts targets
5.	To carry out valuations for the delivery of the Annual Fixed Asset Valuation programme, to liaise with Finance colleagues to ensure that all information is required to the appropriate timescale and standard
6.	To contribute to processes and initiatives to develop and maintain a cohesive and consistent Strategic Assets function across LGSS's Shareholders and Customers
7.	To contribute to partnership working with internal and external stakeholders, and implement improvements in cross-cutting working relationships
8.	To undertake negotiations in technical property issues on behalf of customers and Shareholders, providing high quality and professional advice to enable good decision-making

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

<b>Qualifications Required</b>	<b>Subject</b>	<b>Essential/ Desirable</b>
Educated to Degree Level	Estate Management or similar	Essential
Member of the Royal Institution of Chartered Surveyors (or equivalent professional qualification)		Essential
Registered Valuer	RICS	Desirable
Project Management training and/or qualification		Desirable

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

<b>Identify</b>	<b>Describe</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>		
Professional	Up to date knowledge of Property Valuation, Property and Estate Management, Landlord and Tenant and Property Transactions	Essential
Project Management	Property Management techniques and methods	Desirable
<b>Skills</b>		
Customer focus	The ability to establish good rapport and open and honest relationships with Customers, from the public, partner organisations, senior officers and Members	Essential
Problem solving	The ability to implement innovative and creative solutions to problems and plans to create and deliver win:win outcomes	Essential
Transformational Change	Positive attitude to change in the organisation and a willingness to promote and adopt new ideas and ways of working	Essential
Communication	Capable of expressing information, concepts and ideas both orally and in writing in a logical, well structured,	Essential

	timely, accurate and meaningful form to recipients	
Managing Self	Ability to organise, plan and manage own work and that of others to deliver objectives and outcomes in a timely and responsive manner	Essential
Influencing	Ability to develop constructive relationships with stakeholders, partners, consultants, colleagues and others within and outside the organisation, and to influence and persuade others to ensure that desired outcomes are met	Essential
Discretion	Ability to maintain confidentiality	Essential
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> specify years of experience.	
Professional	Thorough post-qualification professional experience in Urban/Rural Estate Management, including property management, valuations (including Fixed Asset Valuations for Accounting purposes) and transactions	Essential
Caseload	Direct experience of dealing with a range of cases in Landlord and Tenant, Disposals and Acquisitions	Essential
Public Sector	Experience of working within a public sector environment, and delivering best value	Essential
Private Sector	Experience of working with the private sector, and delivering commercial outcomes	Essential
Influencing	Experience in influencing and negotiating with internal and external stakeholders and customers, and of communicating ideas and solutions	Essential
IT	IT literate in all major applications	Essential

#### Disclosure level

What disclosure level is required for this post?	None	Standard <b>Yes</b>
	Enhanced	Enhanced with barred list checks

#### Work type

What work type does this role fit into?	Fixed	Flexible <b>Yes</b>	Field	Home
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## Job description questionnaire

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

<b>Job title:</b>	<b>Senior Surveyor (Urban)</b>	<b>Directorate/ Service area:</b>	<b>LGSS Finance</b>
<b>Reports to (job title):</b>	<b>Asset Manager (Urban)</b>	<b>Section:</b>	<b>Strategic Assets</b>
<b>Presenting Manager:</b>	<b>Head of Strategic Assets</b>	<b>Date of evaluation:</b>	<b>21/04/15</b>
<b>Re-evaluation:</b>	<b>No</b>		

## 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.

Strategic Assets contributes to its Shareholders key priorities by delivering and commissioning property transactions to ensure the effective and efficient management of their property asset portfolios, including the school estates. We provide property valuation, disposals and acquisitions and general estate management, as well as policy and advice and strategic property planning appraisal functions to our customers, building users and occupants. Our customer base is broad, covering not only our Shareholders and their Service Directorates, but citizens, employees and partners from the public sector and civil society.

### Strategic Assets' Service Objectives

1. Be Customer Focused
2. Deliver LGSS budgets on target
3. Deliver Property Savings Targets
4. Develop a single Strategic Assets identity
5. Implement a new Property Management system
6. Develop Property Partnerships in the public sector
7. Deliver Capital Disposals targets
8. Provide Strategic Property advice
9. Contribute to, and implement the Employee Action Plan

The Senior Surveyor is responsible for delivering a range of estate management case work requiring professional input for the LGSS Strategic Assets' Cambridge office.

## Organisation chart (include grades)

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

See appropriate chart

## Communication and influencing

Contact	Nature of interpersonal skills used
<b>Internal</b>	
Strategic Assets	Influencing, sharing, relationship-building
LGSS	Coaching, influencing, relationship-building
County Council	Influencing, relationship-building
Members	Informing
<b>External</b>	
Citizens	Influencing, relationship-building
Tenants	directing, negotiating, influencing, relationship-building
Professionals	negotiating, influencing, relationship-building
Partner Organisations	negotiating, influencing, relationship-building

## Supervision and work planning

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

Project planning over short to medium term objectives

Annual planning of Valuation, Rent Review, Lease/tenancy renewal, and Capital Receipts cases

Monthly planning of workload and implementation plans

Weekly case management

Daily time management

What level of supervision is this post subject to?

Low level supervision; Monthly 1:1's; monitoring of outcomes

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

Workload planning, caseload management; programme of projects

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

Monthly 1:1's; Team Meetings; County Council Policies (eg Disposals Policy; Asset

Management Strategy; County Council governance (Property Transactions decisions making)

## 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).

- 1) Property Transactions – achieving best value for the Council in a commercial environment: use of professional judgement and expertise to assess best value outcomes, and negotiate to achieve and deliver those outcomes on behalf of the Council
- 2) Balancing financial best value outcomes with competing service or community outcomes: use of negotiating and influencing skills to achieve a win:win outcome,

or provide professional advice to allow Senior Officers or Members to make decisions

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

At the point at which reasonable discussions and negotiations carried by the Officer with third parties have failed to reach an outcome which falls within the Officer's professional assessment of acceptable parameters.

### Decision making

Does the post holder makes a decision based on	a set process to resolve the problem <b>Yes</b> – the Officer will follow established valuation and legal methodologies to decide on the parameters of an acceptable outcome which should be recognised by equivalent professionals
	a solution based on their past experience <b>Yes</b> – the Officer will use their knowledge of market values, case law and other relevant data to support their decision
	seek more information to determine the extent of the problem <b>Yes</b> – the Officer will carry out market research, and specialist knowledge in particular cases to support their decision
	use creative thinking to develop new concepts <b>Yes</b> – the Officer will find win:win solutions to cases, using all the approaches available to them

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

A Senior Surveyor may be required to carry out a Rent Review in respect of a property which the County Council leases from a third party. Rental Values of properties will vary, but any one rent review which a Senior Surveyor will deal with is likely to be in the range of £0-50,000 per annum.

The Senior Surveyor will require the ability to read and interpret a formal legal document (the lease) which sets the parameters for assessing the rental value. He/she will need to undertake detailed research into market conditions, and interpret a range of evidence from a number of sources. Uncovering evidence requires networking and influencing skills with a range of third parties, principally private sector surveyors acting in a similar field. The surveyor will then use their knowledge of property valuation techniques to arrive at their opinion of value.

A detailed negotiation will follow, for which the surveyor will need high level negotiating skills to ensure that the council's statutory duty to achieve best value is met. He/she will need to employ a variety of skills and tactics to persuade the landlord and their surveyor to agree a figure within a valuation range which represents best value for the council. He/she may

introduce factors from outside the strict parameters of the lease to try and achieve a good outcome or an innovative solution if there is disagreement.

The timescales for agreeing a rent review will be strictly controlled by the lease, and by law. The surveyor will be responsible for ensuring appropriate actions are taken through the courts to protect the council's position, and will provide detailed instructions and briefing to Lawyers.

If the rent review cannot be agreed, the surveyor will provide detailed information and documents for an expert witness to act on behalf of the council at a formal arbitration or independent expert's determination.

When the rent review is finally completed, the surveyor will provide instructions to Lawyers to complete the necessary legal documentation, will record the transaction as evidence, and assess how to apply the learning and evidence to future cases to achieve the best outcomes for the council.

### Freedom to act

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

The agreement of Heads of Terms for Property Transactions – as well as rent reviews, the Senior Surveyor will be responsible for agreeing terms on behalf of the council for lease renewals, acquisitions of land and property by freehold or by lease, compensation payable under statute for the impact on third party property from certain council activities (eg road construction). Over a range of transactions, the Senior Surveyor will act on their own initiative to establish the value of property interests, and negotiate the figure which the council will pay/receive in accordance with its requirements to meet best value requirements.

Property Valuations – in addition to negotiated settlement of property transactions, Senior Surveyors will carry out formal valuations of property interest on behalf of the council, for a variety of reasons. The primary valuation exercise is the provision of valuations of property assets for inclusion in the council's Annual Accounts. Valuations must be prepared in accordance with the valuation statement in the 'Red Book' (the Valuation manual of the Royal Institution of Chartered Surveyors containing international valuation standards). Senior Surveyors have discretion over the valuations they produce, which are subject to detailed scrutiny in the annual external audit of the council's accounts. The council's property portfolio is currently valued at £700m, and is subject to annual re-valuation, on a rolling programme.

### Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
Property Transactions	Variable – value is not always the determinant of complexity from £000's to £m's	Direct control (subject to CCC Governance)
Property Valuations	Variable by individual property – total Asset Value valued on 5 year programme is £700m;	Direct Control

### 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 50 or 50,000 payslips.

Proportion of Property Valuations each year – carrying out 50; supervising 100

Lease Renewals/Rent Reviews 20-30 per year

Property Acquisitions and Disposals 5-10 per year

### 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

n/a

### Working environment

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

Site inspections, tenant meetings on site

### Declarations

#### All roles – Manager

JDQ completed by:

Signed:

Date:

Print name:

#### All roles – Director

Director – I confirm that this role can be added to the establishment/amended on the establishment following the outcome of job evaluation.

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: