**Manchester City Council**

**Role Profile**

**Commercial Surveyor, Grade 9**

**Development and Investment Team, Growth and Development Directorate**

**Reports to: Principal Commercial Surveyor**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects and work packages that achieve the Council’s corporate aims and objectives taking into account relevant statute and legislation.

The role holder will provide high level technical consultancy support in the development of frameworks to deliver quality and appropriate development and outputs, particularly those requiring complex and specialist technical and legislative expertise, to deliver a quality service.

The role holder will use extensive knowledge and expertise to develop, design and implement customer-focused technical solutions. They will continually identify and champion opportunities to deliver improvement in service provision, assigning resources appropriately to ensure delivery of objectives.

**Key Role Accountabilities:**

Provide a lead technical consultancy function for the assigned service area, ensuring that complex and innovative technical solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Accountable for the delivery of complex work packages (using project management methodology where appropriate) which deliver organisational objectives, deploying resources effectively and managing stakeholder and customer expectations throughout the lifecycle of the project.

Ensure that efficiencies in project, programme and maintenance service delivery are identified and exploited to provide improvements in the quality of service, with a consistent focus on improved quality, performance and customer service.

Foster successful relationships, both internally and with partner organisations, and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives. Work closely with contractors where required to ensure effective work package delivery.

Effectively communicate significant complex technical issues including the analysis and interpretation of legislation to manage negotiations and necessary processes. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous professional development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

The Investment and Property Management Team (IPMT) plays a key role in supporting and delivering the Council’s commercial, economic and residential growth agendas. The team provides professional advice to ensure the City’s land and property assets are used to help Manchester develop into a prosperous and sustainable City, delivering value for money.

The inhouse team advises on all property management matters related to the council’s property portfolio. As part of a team to undertake all associated day-to-day property management activities of the Council’s commercial estate in support of its asset management plans, commercial estate strategy and financial requirements.

The role holder will support the functions of the Development and Investment Team and wider Council services, providing commercial and technical advice on Property & Development matters as required.

The role holder will undertake a range of professional General Practice property management duties relating to the operation and management of the Council’s Investment Estate to maximise property revenue, minimise costs and ensure best value for the Council to support its financial requirements and growth agenda.

To support the service to achieve its service plan and strategic objectives and ensure the Council operates a legally compliance Investment estate including all relevant Health and Safety and Statutory Compliance obligations.

To support the Senior Surveyors to achieve their portfolio objectives and provide support and direction for junior members of the team.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **Project Management:** Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication and an acute awareness of political sensitivities and cultural barriers.
* **Analytical Skills:** Skillsto analyse a wide range of data and other sources of information to break them down into components parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Commercial Skills:** Demonstrate sound business intelligence and ability to identify commercially viable opportunities and secure best consideration and value for money in service delivery.
* **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances
* **Strategic Thinking:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service. Understands adjustments to strategy and helps others to adjust plans accordingly

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* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

**Technical Requirements (Role Specific)**

* A qualified chartered surveyor with post qualification property management experience.
* Track record of successful delivery in a property environment.
* A knowledge of the property market and the role the City Council plays in regeneration.
* Experience in undertaking valuation and all elements of property management with demonstrable evidence of delivering successful outcomes.
* Experience of the successful delivery of effective property management solutions.