

Job Title	Head of Service – Property Operations	Thematic Area:	Property and Assets
Grade			
Date of Issue:			

The Personnel Specification outlines the main attributes needed to adequately perform the post specified. In drawing together, the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Personnel Specification is intended to give prospective candidates a better understanding of the position's requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates and in determining an applicant's suitability for employment, whilst giving due consideration to the need to make reasonable adjustments in line with the requirements of the Equality Act 2010.

Essential
<p>1. Physical</p> <ul style="list-style-type: none"> Communication skills: Verbal – to be able to liaise effectively face to face and by telephone. Written – to be able to produce accurate and concise documents, reports, letters and general correspondence. Able to make clear and effective presentations to public meetings, multi-agency groups and committees.
<p>2. Qualifications</p> <ul style="list-style-type: none"> Degree level qualification in a relevant discipline (e.g., construction, building surveying, engineering, facilities management, project management). Professional membership of an appropriate body (e.g., RICS, CIBSE, CIOB) or equivalent experience. Health & Safety qualification (e.g., NEBOSH) – desirable. Project or programme management qualification (e.g., PRINCE2, APM) – desirable.
<p>3. Experience</p> <ul style="list-style-type: none"> Significant experience of leading capital projects and programmes within a complex organisation, ideally in the public sector. Proven track record of delivering major construction, refurbishment or maintenance schemes on time, within budget and to required standards. Experience of managing hard FM services, including planned and reactive maintenance, lifecycle planning and statutory compliance. Experience of leading soft FM services such as cleaning, security, caretaking or grounds maintenance. Strong background in contract management, procurement, supplier performance and commercial negotiations. Experience of managing large budgets, financial planning and cost control. Experience of leading multidisciplinary teams and driving service improvement. Experience of working with senior leaders, elected Members, external partners and regulatory bodies.
<p>4. Training</p> <ul style="list-style-type: none"> Evidence of continuous professional development. Willingness to undertake any training considered appropriate for this post.

5. Special Knowledge

- In-depth understanding of statutory compliance requirements relating to buildings (e.g., fire safety, asbestos, gas, electrical, water hygiene, CDM).
- Strong knowledge of construction standards, building regulations, procurement rules and contract forms (e.g., JCT, NEC).
- Understanding of asset maintenance strategies, condition surveys and lifecycle investment planning.
- Knowledge of health and safety legislation and best practice in operational property environments.
- Awareness of sustainability, energy efficiency and carbon reduction considerations in building operations.
- Understanding of local government governance, financial frameworks and decision-making processes.

6. Circumstances (personal)

- Available for evening and weekend meetings as necessary.
- Be able to travel around the Borough.

7. Disposition

- Professional, confident and resilient, with the ability to remain calm and decisive under pressure.
- Collaborative and approachable, with a strong customer focused mindset.
- Politically aware, with the ability to operate effectively in a democratic environment.
- Adaptable and open to change, with a positive attitude to innovation and continuous improvement.
- Committed to high standards of integrity, fairness and accountability.
- Able to build trust and credibility quickly with colleagues, partners and contractors.

8. Practical and Intellectual Skills

- Strong analytical and problem-solving skills, with the ability to interpret technical, financial and operational information and make sound decisions.
- Excellent project and programme management skills, with the ability to plan, prioritise and deliver multiple workstreams.
- Effective communication, negotiation and influencing skills, able to engage confidently with senior leaders, Members, contractors and service users.
- High level of digital and numerical literacy, including confident use of FM systems, project management tools and performance data.
- Ability to manage risk, ensure compliance and maintain robust governance across operational services.

9. Values & Behaviours

- **Puts people first**, ensuring services are safe, responsive and focused on delivering positive outcomes for Sandwell's communities.
- **Builds trust through openness and integrity**, modelling transparent decision-making and responsible stewardship of public resources.
- **Works collaboratively**, fostering strong teamwork across services and with external partners to deliver shared goals.
- **Shows ambition and drives improvement**, championing innovation, modernisation and high-quality service delivery.
- **Takes ownership and accountability**, delivering on commitments and ensuring high professional and safety standards.
- **Promotes equality, diversity and inclusion**, ensuring services reflect and respect the needs of Sandwell's diverse communities.
- **Demonstrates resilience and adaptability**, remaining solution focused in a fast paced and changing environment.

10. Legal Requirements

- Politically restricted post.

9a. Background Checks

Please ✓ required check(s) referring to Section 9 of [Guidance on completing individual sections of the Personnel](#)

Specification			
The post is subject to the following Background Check(s) which will be undertaken, where applicable, following a conditional offer of appointment.	a) Enhanced DBS with Children's and Adults Barring List Check	<input type="checkbox"/>	Only one or none of these checks (a – f) may be applicable.
	b) Enhanced DBS with Adults Barring List Check	<input type="checkbox"/>	
	c) Enhanced DBS with Children's Barring List Check	<input type="checkbox"/>	
	d) Enhanced DBS Check	<input type="checkbox"/>	
	e) Standard DBS Check	<input type="checkbox"/>	
	f) Basic Disclosure Check	<input type="checkbox"/>	
	Police Vetting Check	<input type="checkbox"/>	This check may also be required in addition to one from (a-f) above
	No Check Required	<input checked="" type="checkbox"/>	

10. Politically Restricted Post

Is this post a "politically restricted post"?	Yes	
---	-----	--

Applicants can gain further information on Politically Restricted posts in the "Information for job applicants' booklet".

11. Language Requirements

<p>Is this post covered by part 7 of the Immigration Act (2016), and therefore, the ability to speak fluent and spoken English is an essential requirement for this role? For example:</p> <ul style="list-style-type: none"> The employee will work in a customer-facing role. The employee is required to speak to members of the public in English and this forms a regular and intrinsic part of the role. The employee requires a command of spoken English, to enable the effective performance of the role. 	Yes	<input type="checkbox"/> No
---	-----	-----------------------------