

Heads of Service Property

Candidate Pack



MEET OUR SERVICE DIRECTOR

DIRECTOR

LUKE DOVE

PROPERTY & ASSETS



Luke Dove is the Service Director for Property & Assets at Sandwell Council, leading a service that underpins every part of the organisation's work.

Luke has built his career across senior property, asset management, regeneration and commercial roles in both the public and private sectors. He has a strong understanding of the operational realities of local government, alongside the strategic and commercial disciplines needed to manage a large and complex estate.

At Sandwell, Luke is leading the transformation of a £1bn portfolio of land and buildings, embedding a Corporate Landlord approach that treats property as a corporate resource – enabling service delivery, supporting regeneration and strengthening financial resilience.

He is passionate about building confident leadership teams, empowering Heads of Service to shape their services, and creating the space for innovation, challenge and continuous improvement. Luke is clear that success comes from combining strategic clarity with strong operational grip, and from leaders who are motivated by making a tangible difference for residents and communities.



More about Property and Assets

Leading the stewardship of a £1bn estate for people, place and prosperity.

Property & Assets is one of Sandwell Council's most strategically significant enabling services. The council owns and manages nearly 4,000 land and building assets, with a combined book value of over £1.03 billion, spanning operational buildings, community assets, commercial properties, heritage town halls, industrial estates and land holdings across the borough.

The way these assets are planned, managed, invested in and, where appropriate, released, has a direct impact on:

- frontline service delivery
- financial sustainability and the Medium-Term Financial Strategy
- regeneration and economic growth
- climate change and carbon reduction
- the council's ability to work effectively with partners and communities

There is a clear and agreed ambition to move decisively to a Corporate Landlord model, treating land and buildings as a corporate resource, improving decision-making, strengthening compliance and assurance, driving value and income, and reshaping the estate to meet future needs.



To deliver this ambition, Sandwell Council has created two new Head of Service roles within Property & Assets, strengthening senior leadership capacity at a pivotal moment of transformation.

The council is investing in additional senior capacity to provide:

- clear ownership of strategy, performance and governance
- strong grip on operational delivery, risk and compliance
- the ability to lead complex change at pace without being burdened by legacy arrangements

These roles are complementary by design. Together, they provide a clear and deliberate split between:

- strategic planning, prioritisation, partnerships and assurance, and
- operational delivery, capital implementation and day-to-day asset performance.
- Successful candidates will not inherit unmanaged backlogs. Instead, they will help shape the next phase of asset management in Sandwell, building on a clear strategy, improving maturity, and delivering tangible benefits for residents and services.

This is a rare opportunity to lead at scale, shape a £1bn public estate, and play a central role in Sandwell's future.



We look forward to learning more about you in this process and reviewing your application.

If you'd like to find out more about our achievements, plans, and culture, from our CEO, Shokat Lal, you can [watch a video now](#).



Our Values and Behaviours

One team

United and working together with a shared purpose of achieving great results

- Actively role model and create trust
- Enable honest and open communication
- Visible and approachable
- Engage in regular communication
- Recognise contributions and success
- Display a coaching leadership style and inspire others
- Encourage best practice and cross team collaboration
- Drive a healthy work-life balance
- Develop and grow future talent

Customer focus

We care about providing the best possible public service

- Manage customer's expectations
- Ensure the service works to the best outcome for the customer
- Create accessible channels for customer communication
- Encourage customers to lead in service provision
- Take a holistic view of services
- Be accessible to residents, service users, customers and employees
- Engage with customers, seek feedback and enable continuous improvement

Inclusive

Treating each other with respect and knowing our diversity is our strength

- Create an inclusive environment to encourage a voice for everyone
- Create opportunities and champions diversity and inclusivity
- Seek feedback from all audiences to facilitate co-production
- Seek to understand our diverse communities
- Actively challenge barriers to inclusion
- Encourage diversity of thought and perspectives to overcome challenges

Our Values and Behaviours

Ambitious

Striving for excellence, always looking to get better and making sure everyone can take pride in our borough

- Promote a growth mindset
- Communicate the organisation's ambitions and desired outcomes
- Lead, manage and communicate change
- Encourage and inspire creativity and innovation within boundaries
- Seek and encourage everyone to be the best in class
- Create channels for giving and receiving feedback
- Tackle under-performance early and challenge unacceptable behaviour with courage
- Grow personal credibility
- Communicate with passion and integrity to maintain and elevate the reputation of the service and the council

Accountable

Deliver what we say we will

- Create a clear vision and strategy
- Consider external and internal factors
- Encourage learning from feedback and complaints
- Promote resilience and adaptability
- Set clear expectations and standards for self and others
- Provide resources for service provision
- Empower others to solve problems and take ownership
- Give support to strengthen team and personal resilience
- Make timely and well-judged decisions



A NEW STORY FOR SANDWELL

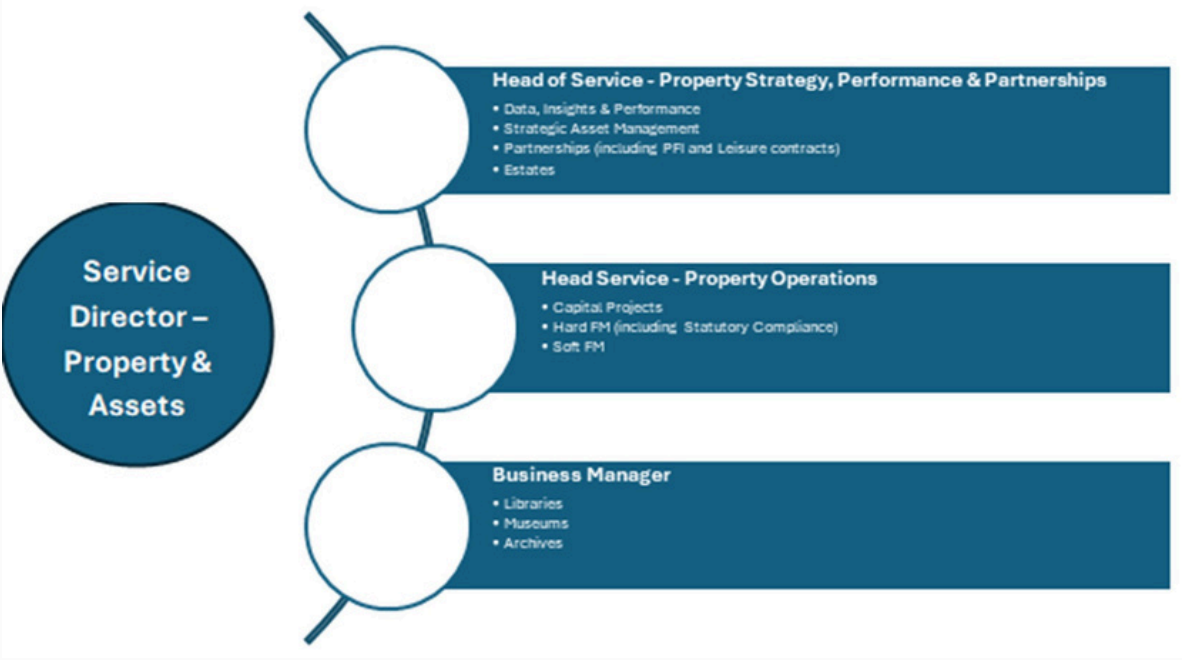
Made 50 years ago from six proud towns, Sandwell is a place built on making things happen. It's where industry met innovation, and where strong communities still shape the future.

The Sandwell Story is a campaign and programme of work to celebrate the people, places and partnerships that make this borough a great place to live, work, learn and visit. [Find out more at the Sandwell Story website.](#)



Watch the New
Story for
Sandwell video





PERSON SPECIFICATION

JOB DESCRIPTION



LOCATION



Sandwell is a metropolitan borough in the Black Country, which is made up of six towns - Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich.

Located in the West Midlands, Sandwell borders Birmingham city, Dudley borough, Walsall borough and Wolverhampton city.

The borough has excellent access to the national motorway network with five junctions feeding in to the M5 and M6 motorways serving the South West, South East and North West regions of the UK.

Sandwell also benefits from a mainline train station - Sandwell and Dudley and the Midland Metro.



OUR OFFER TO YOU

Join the largest employer in Sandwell, where over 3,500 of our diverse employees thrive in hundreds of unique roles.

To support you to develop your career with us, we offer:

- A competitive pay progression structure and leave allowance
- Hybrid working arrangements and a flexitime system (subject to needs of the role)
- Supportive staff networks including Culture Champions, helping to fulfil our organisational culture aspirations and make us a fully inclusive employer
- A confidential counselling service (BACP approved) and a mediation service is available on managerial referral
- Talent initiatives including apprenticeship programmes at all levels, and the prestigious National Graduate Development Programme.
- Learning and development including management development training, employee wellbeing workshops and job role specific training.
- A professional coaching and mentoring offer
- Employee performance and development processes with regular check-ins and an annual review to help you be your best
- Recognition for your hard work through our 'We our Sandwell' award scheme and colleague appreciation schemes
- Work that makes a real difference to our customers and residents, continually improving our boroughs.
- Access to trade unions



Our aim is to be an outstanding Council and we recognise that part of that is providing the best employee experience possible. At Sandwell we care about our people and commit to keeping our colleagues safe and well at work.

To make sure everyone can be their best and feel like they count, our support offer includes:

- Our employee assistance programme with free, confidential, 24/7 helpline service staffed by professional counsellors
- Access to occupational health services
- Wellbeing champions network
- Supportive carers and parental policies
- Generous maternity, paternity and adoption leave
- Disability passport scheme
- To help you make the most of your money we offer:
- Membership of West Midlands Pension Fund with generous employer contributions
- Staff deals through our employee benefits scheme

HOW TO APPLY

Finding the right talent for our roles is very important to us here at Sandwell Council. To help us understand how you might be a fit for our organisation, please submit an up to date CV along with a supporting statement, no longer than 2 sides of A4, detailing how your skills and experience align with our requirements for the role. Please help us to understand more about:

- Your people management and leadership style, approach and skills
- Your depth of technical expertise in the service area that you are applying for
- Your strategic view of the service that you are applying for and what insights you can bring to improve ways of working and delivery for our residents and communities

Recruitment process

We will ask all candidates that are longlisted to complete two assessments for us to help us define a shortlist for interview. These assessments will give us information about you and give an indication of:

- Your preferred ways of working with others
- Your capability within problem solving, critical thinking and managing complex situations
- Your leadership approach



Our interview process will involve two stages across two different interview panels. Each panel and stage is designed to focus on the key areas of competency for the role and determine how you could be a fit for the role and our organisation.

If you have any questions about the role or process, please reach out to our talent team for an informal discussion. If you require any reasonable adjustments as part of your application journey please also let us know how we can support you.

Your contact for this recruitment is Sukhy Lall, our Talent Acquisition Lead. You can connect with her on LinkedIn or email her on Sukhy_lall@sandwell.gov.uk

