

<b>Job Title</b> Head of Service – Property Operations	<b>Thematic Area</b> Property and Assets
<b>Grade</b>	
<b>Responsible to</b> Service Director – Property and Assets	

**This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.**

## Job Purpose

- Head of Service – Property Operations will have overall service responsibility for specific service areas or functions and day to day operational control and development of the service in accordance with the Council Plan and as directed by the senior management team.
- High level professional advice to the council and cabinet members on the service or function.
- To assist and deputise for the Service Director as required.
- To take the lead in developing and delivery of service business plans to maximise performance, development, redesign and transformation in support of enhanced service user experience and efficiency, and in line with Council policy.
- Manage allocated budgets in accordance with Council priorities, Financial Regulations, and accounting instructions.
- Provision of outcome focussed high-level professional advice to the Council and Cabinet Members on their service areas or functions.
- Lead/chair corporate/public working groups, enabling cross service and integrated working within the directorate, and / or other directorates
- Work collaboratively with members of the Council executive, and other Council members to ensure service delivery priorities align fully with the Council Plan.
- Attend as required, meetings of the Chief Executive’s Senior Leadership Team, to present activities and changes within the service
- Contribute to performance improvement and the development of Council strategy, as these relate to the service responsibilities of this post
- Be accountable as the designated corporate lead for a plan, Council initiative, theme or project as agreed with the Service Director – Property and Assets

## Corporate Responsibilities

- Be an exemplar of the Council’s values and behavioural and cultural standards, and implement the ‘One Team’ vision within the Council

- Devise and implement strategies and plans that enable the transformation of Council services
- Encourage commitment, engagement and enhance job satisfaction by promoting accountability and responsibility at all levels
- Lead or be a member of corporate working groups, providing expertise, and which reflects a commitment to working in partnership
- Work with other service leads to achieve delivery of the Council's performance plan targets
- Be a champion of change and advocate for continuous service improvement

### **General Responsibilities**

Advise the Council, the Council Executive and Cabinet Members on all matters relating to service provision within the postholder's areas of responsibility including the preparation and presentation of reports, ensuring that all decisions are evidenced and supported by sound technical principals.

Convene regular and constructive performance management meetings with managers and other heads of service to ensure progress against performance objectives are monitored and kept under close review, and adopting a 'high support / challenge' approach

Implement council HR and OD strategies that maximise employee engagement and satisfaction, and which create the conditions for all employees to have equal access to opportunities for personal development and growth.

Undertake designated responsibilities as set out in the Council's HR policies and manage and develop relationships with employee representatives as necessary.

Engage service users, clients, partners and employees in the development of service policies and strategies and which improve the customer journey, and ensure these are actively communicated, embedded, and monitored.

Assist the Service Director with high level negotiations to resolve significant and / or controversial matters with stakeholders of the service.

Ensure all allocated resources are utilised effectively and in accordance with the requirements of Council policy and relevant legislation.

Ensure robust financial management of all sections of the service under the control of the post holder, ensuring budgets are managed in line with the Councils agreed priorities, Financial Regulations and accounting instructions.

Responsible for implementation of agreed outcomes and performance targets are being delivered on time and within budget.

Represent the Council on external bodies, with other agencies and working groups, and develop relationships with Council partners which enhance the Council's reputation and ensures it is a key player in national and regional activities.

Maintain appropriate external professional and institutional contacts to ensure the Council can benefit from the exchange of knowledge, experience and to support the benchmarking of Council services.

Actively monitor and promote Health and Safety and wellbeing across the areas of responsibility.

Carry out all duties in accordance with relevant legislation and best practice and with due regard to the Council's policy, organisation and arrangements for Health and Safety at work. At all times, behave in line with the highest professional and personal standards expected of public office holders.

Present positively to all Council employees in actions, manner and attitude, promoting the Council's policies on equality, diversity and inclusion, and help to create and sustain positive workplace relationships.

Undertake such other duties as may be appropriate to achieve the objectives of the post or to assist the Council in the fulfilment of its objectives commensurate with the post holder's salary, grade, abilities and aptitudes.

### **Service specific Responsibilities**

The postholder will provide strategic and operational leadership for the delivery of capital projects, facilities management and compliance across the council's property portfolio. Key responsibilities include:

#### **1. Capital Programme Leadership**

- Lead the delivery of the council's capital projects programme, ensuring schemes are delivered on time, within budget and to required quality standards.
- Oversee feasibility studies, business cases, design development, procurement strategies and contract management for major capital schemes.
- Provide senior leadership to project managers, technical teams and external consultants, ensuring robust project governance and risk management.
- Ensure capital investment supports corporate priorities, service transformation and long-term asset sustainability.
- Maintain oversight of programme performance, reporting progress, risks and financial forecasts to senior leaders and Members.

#### **2. Hard Facilities Management (Property Maintenance & Compliance)**

- Lead the strategic planning and delivery of planned, reactive and lifecycle maintenance across the council's estate.
- Ensure robust statutory compliance management for all building related obligations (e.g., fire safety, asbestos, gas, electrical, water hygiene, lifts).
- Oversee the development and implementation of asset maintenance strategies, condition surveys and lifecycle investment plans.
- Ensure effective contract management of FM suppliers, ensuring high performance, value for money and adherence to professional standards.
- Provide assurance to senior leaders on the safety, condition and operational resilience of the estate.

#### **3. Soft Facilities Management (Operational Services)**

- Lead the delivery of soft FM services including cleaning, security, caretaking and other operational support functions.
- Ensure soft FM services are efficient, customer focused and aligned with service needs across the organisation.
- Oversee service standards, performance frameworks and continuous improvement initiatives.
- Ensure soft FM contributes to safe, welcoming and well managed buildings for staff, residents and service users.

#### **4. Operational Service Management & Customer Experience**

- Provide strong leadership to operational teams, ensuring high-quality, responsive and professional services.
- Develop and embed customer focused processes, ensuring clear communication, service standards and effective issue resolution.
- Drive continuous improvement, innovation and modernisation across operational property services.
- Ensure robust health and safety management across all operational activities.

#### **5. Contract, Supplier & Commercial Management**

- Lead the procurement, commissioning and management of FM and construction related contracts.
- Ensure contracts deliver value for money, strong performance and compliance with legal and regulatory requirements.
- Oversee commercial negotiations, contract variations, dispute resolution and supplier performance reviews.
- Develop long-term supplier relationships that support innovation and service improvement.