

**Manchester City Council
Role Profile**

Senior Estates Surveyor, Grade 9

**Estates Service, Corporate Core Directorate
Reports to: Estates Service Lead**

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 roleholder 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 self 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 Corporate Estates and Facilities Service area is responsible for the management of the operational estate and delivery of all estates and facilities related services.

The management of the estate and associated services required by building users aims to ensure that the Council secure Best Value from its operational estate. Also that it provides a safe and secure working environment that meets the needs of building users.

Senior Estates Surveyor – 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

- **Partnership and collaborative working:** Negotiate agreements without requiring supervision and complex agreements with minimal supervision. Is able to influence and persuade key Council decision makers. Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis, demonstrating and understanding one issue may be part of a much larger system/issue.
- **Commercial Skills:** Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery.
- **Strategic Thinking:** Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation. Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service.
- **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. Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.

Technical requirements (Role Specific)

- A qualified chartered surveyor with significant post qualification development experience.