

Grading

Job Description and Employee Specification

<u>Job title:</u> Lead Officer - Property Projects and Maintenance	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Assets and Development
<u>Grade:</u> 12	<u>Section/team:</u> Assets
<u>Overall purpose of job:</u> • Lead the delivery of maintenance, repairs and capital works programmes, ensuring assets remain safe, compliant and fit for purpose. • Provide technical leadership across design, construction and maintenance disciplines, ensuring safe, compliant and cost-effective building performance. • Develop a positive and pro-active culture and enthuse others to perform to an excellent standard.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Lead a multidisciplinary team, including surveyors, engineers, project managers, and maintenance specialists, building a positive culture of performance, professional excellence, inclusion, and service innovation, and continued professional development. 2. Lead planned and reactive maintenance programmes across the operational estate 3. Deliver capital projects and minor works across education, operational estate, and regeneration programmes covering new build, refurbishment and major maintenance projects. 4. Oversee condition surveys and lifecycle planning utilising robust asset condition intelligence to inform forward programmes of work. 5. Work in close coordination with the Corporate H&S and Compliance Assurance Lead Officer to maintain safe delivery environments and ensure the delivery of compliance related works. 6. Develop technical standards and specifications 7. Manage a dual model of in-house multidisciplinary trades, external contractors and supply chains to deliver effective asset maintenance including urgent building failures and reactive compliance led repairs. 8. Ensure all works and activities meet statutory, CDM and building safety requirements. 9. Work collaboratively with asset, FM and H&S and compliance teams	

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10. Manage all capital and revenue budgets in line with organisational requirements to ensure value for money, escalating financial and programme risks where appropriate.
11. Manage complex property-related projects and programmes providing assurance over quality, performance, and cost.
12. Identify opportunities for service transformation through innovation, consultation, and periodic review.
13. Manage a multidisciplinary team, building a positive culture of performance, professional excellence, inclusion, and service innovation.
14. Deputise for the Head of Service when required and represent the department at local and regional forums and networks.
15. Deals with complaints and enquiries concerning real or perceived failures in service and to undertake necessary investigation and implementation of remedial measures.
16. Support the Head of Service in managing the service area across all its functions and play a full role as a member of the senior management team delivering the council's aims and objectives.
17. Enhance staff motivation and staff development through training and advancement opportunities so that individuals achieve their maximum contribution to the council's and service's objectives and aims.
18. Acts as an investigating officer when required, making recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
19. Required to be part of the council's Emergency Management arrangements.

Knowledge, skills and experience:**Qualifications:**

- Degree in Architecture, Building Surveying, Quantity Surveying, Engineering or equivalent (or demonstrable equivalent experience).
- Chartered membership of RIBA, RICS, CIOB, CIBSE or equivalent (or demonstrable equivalent experience).
- Management qualification or relevant professional experience.
- Demonstrates continual professional development within the sphere of property projects & maintenance.

Knowledge & Skills

- In-depth understanding of construction law, procurement frameworks, CDM regulations, building safety and compliance.
- Proficiency in digital tools including AutoCAD, CAFM systems, project planning software.
- Ability to undertake a wide range of advanced strategic and operational management activities across a diverse range of technical disciplines.
- Knowledge of Construction, Surveying, Design and Maintenance requirements.
- Design skills for the design of building/engineering construction solutions on new build and refurbishment projects.

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- High level of knowledge relating to forms of building contract, particularly, NEC, JCT etc.
- Extensive knowledge of issues related to “re-thinking construction” principles and project partnering.
- IT literate, with the ability to use and interrogate a variety of systems, including Computer Aided Design skills.
- Excellent project Management skills.
- A sound knowledge of Disabled Access issues.
- Skilled and experienced in consultation, negotiation and partnership working.
- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and presentation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Good financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- Ability to demonstrate a high standard of written skills including writing and presenting reports, briefing notes and decision records.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Good analytical skills.
- Resilient and tenacious.
- Positive role model.
- Flexible approach to working arrangements.
- Ability to transport self around North Lincolnshire in a timely manner.

Experience

- Extensive experience of property project and maintenance management, preferably in Local Government.
- Experience of managing diverse functions and multidisciplinary staff teams.
- Significant experience of delivering change management.
- Experience of implementing robust governance and assurance procedures to demonstrate effective compliance in the management of property projects and maintenance.
- Experience of monitoring and co-ordinating complex revenue and capital budgets.
- Experience of managing Health and Safety within a front-line service.
- Extensive procurement experience in relation to the business of the service.

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- Extensive experience of service planning, policy development and implementation, and performance management.

Creativity and innovation:

- Advises Head of Service on strategy, service plans and legislative changes within own area of responsibility.
- Continually assess all current working practices, identify areas for improvement, and manage their implementation, ensuring consistency across the unit and with other units.
- Lead specific projects in the design and implementation of property project and maintenance services to meet the needs of the wider community & fulfil the council's strategies relating to property projects and maintenance.
- Develops innovative and creative solutions to deliver the ambitions of the council plan.
- Constantly review resources to optimise value for money and identify opportunities for more effective working.
- Set targets and monitor progress of all staff to ensure service delivery is achieved.
- Contribute to regular financial and budget monitoring, address issues and deal with variances through researching alternatives where necessary.
- Provide innovative solutions for achieving key performance indicators (KPI's) and other targets and for resolving complaints.
- Innovative problem solving and dealing with and consulting with, members of the public and Council Members on the more complex service delivery issues and customer relations.
- Contribute to the development and use of appropriate IT hardware and software to aid analysis and presentation.
- Manage and monitor the establishment of workloads within defined timescales and to budgetary targets, but with flexibility to meet changing weather, priorities or customer needs.
- Utilise all available data to update others with current accurate information by creating sufficient reports to substantiate reports and programmes of work.
- Shaping service delivery in response to national, corporate and service requirements to improve asset performance within financial constraints.
- Interpreting, challenging and applying government directives and changes of law.
- Having a proactive approach to dealing with new and emerging external opportunities for funding to deliver programmes and projects. This necessitates the continual research and monitoring of government and external institutions policies, guidance and best practice.
- Creatively considering multiple professional disciplines and develop innovative responses to deliver major capital and revenue programmes and projects in line with the council's Green Future Plan.
- Directing the attendance of staff and specialist contractors to meet urgent needs in attending to failures of elements of building construction and engineering services.

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- Prioritisation of service needs within available resources in consideration of service requirements and the content and progress of programmes of building work.
- The design of construction, maintenance and FM projects, choice of systems and products and the content of design drawings and works specifications often leading a design team comprising several diverse disciplines.
- The interpretation and application of building related regulations, health and safety legislation, government initiatives and council policies and procedures.
- The interpretation of management data, expenditure reports, performance indicators etc and the direction of resources in response.
- Negotiating with service customers, contractors and external funding agencies.
- Dealing with urgent operational matters, occasionally outside of normal office hours to protect the ongoing interests of the council.

Contacts and relationships:

The postholder will regularly deal with a range of complex and contentious operational matters, which will have significant implications on the service, the council and the people of North Lincolnshire.

Daily contact with, service clients, contractors, heads of service, officers in other services, suppliers, manufacturers, statutory bodies, all relative to providing a complete design service, including queries on works in progress, allocation of funding and priorities, selection of suppliers and contractors, construction procurement, health and safety issues etc.

- Head of Service/Assistant Director - to discuss strategic and operational issues. These issues can be of a complicated, complex, and sometimes sensitive nature regarding the management of assets, personnel, and third parties – weekly.
- Service management team – regarding staffing, service delivery and policy issues, complaints and elected member queries, contractor disputes and procurement issues – daily/weekly.
- Senior Managers - influence and liaise as required to ensure that strategic planning and implementation of asset management plans, and statutory compliance with regulations are carried out consistently and effectively – as and when required.
- Members of the public - respond to enquiries relating to construction related issues, works in progress at council properties, advice on construction matters, dangerous structures, disabled access, consultation on the design, scope and progress of construction projects etc - daily.
- Local businesses - in relation to the work of service to convince them of the reasons for adopting certain policy positions/dealing with queries and complaints on service delivery issues - frequently.
- Elected members/Cabinet – contact on complaints, service delivery and policy issues in the absence of the Head of Service - regularly.
- Other council service areas/operational staff – to discuss operational matters/to work collaboratively and maintain a one council approach – as required.

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- Professional networks/government departments/regulators/other councils – to discuss policy issues and/or operational practices - weekly/monthly.
- Commercial tenants and prospective tenants – attend meetings – weekly.
- External partner organisations – Daily (verbal, written, meetings and site visits)
- Community organisations and public stakeholders – Weekly (meetings, written)
- School head teachers – Monthly (Meetings, written)

Also, representing the council at external seminars, meetings with contractors, consultants and suppliers daily.

Decision making:

- Required to advise, guide and contribute to the development of major strategies and direction that will shape and support projects linked to capital investment, the integrated asset management plan and NLC's sustainability and net zero ambitions.
- Identify and decide, often in consultation with external partners, on the opportunities to apply for and secure external funding to deliver these projects.
- Responsible for individual project budgets and managing and overseeing the team budgets. Individual projects may be more than £1m.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
- Decisions will be taken daily on the following types of activities:
 - Operational control over technical direction, procurement methods, project delivery, and risk management.
 - Discretion over design approval, contractor appointments, prioritisation of maintenance investment, and professional standards.
 - Key contributor to corporate decision-making through participation in Service Management Teams and working groups.
 - Finalising and approving the terms of all contracts dealt with by the section. Deciding and arbitrating upon the validity of contract problems and claims.
 - Determine the identification and implementation of work priorities, and the subsequent deployment and management of staff, financial and physical resources etc.
 - Determine and appraise all technical matters relating to design related services and advises at a strategic level on such issues.
 - Determining and approving expenditure from budgets controlled by section.
 - Ensuring the cost-effective maintenance and operation of office accommodation and other public buildings.
 - Specify contractors to undertake work projects.
 - Selection and specification of systems and materials for building works projects and the nature of design solutions, at both an operational and strategic level for application by staff.

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- The correct interpretation and application of regulations, statutes and codes of practice related to construction design etc issues.
- Determining and directing the methods of progressing works for staff.
- Decisions on the prioritisation of work and allocation of funds to meet needs.
- Decisions concerning the safety and ongoing operation of council buildings to meet service requirements and health and safety law.
- Decisions concerning own safety and that of staff in undertaking specialist technical activities, undertaking risk assessments and measures appropriate to manage and reduce risk situations.
- Direction and allocation of resources (staff, finance, other).
- Authorising orders and payments, often involving substantial financial commitments.
- Develop, establish and implement corporate policies related to property issues.
- Determining appropriate procurement strategies to meet the council's property needs.
- Decisions on operational and capital budgets.

Consequences

- The decisions made will have significant implications for the council in facilitating the uninterrupted and effective delivery of services to the public via safe, high quality, public buildings. Via the interpretation and application of new building related legislation and regulations, significant changes in practice and procedure across council functions would result. The post holder will be responsible for deciding upon the continuing delivery of services or otherwise, subject to deploying available resources in line with priorities.

Responsibility for resources:**Financial resources:**

- None.

Physical resources:

- Laptop - £760
- Mobile phone - £200.
- PPE - £150.
- 70% office based; 30% site based.

WORK ENVIRONMENT**Work demands:**

- Work is largely operational, however, there will be strategic requirements to deal with that will impact on operational work.

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- The workload to be undertaken is not routine and fluctuates in terms of volume and nature, it cannot follow an established routine, given the changing demands of staff, elected members, service clients, contractors, heads of service, officers in other services, suppliers, manufacturers, statutory bodies.
- The postholder will manage other managers who also may have conflicting operational deadlines.
- The work requires the management of complex, frequently changing and conflicting priorities and deadlines.
- The majority of the work is statutory, contractual or politically sensitive.
- Continual review of statutory regulations, codes of practice & established policies & procedures.
- A high level of customer contact in a demand led environment necessitates prompt responses. Deadlines are usually very tight and timescales for completion of tasks short.
- The post has significant autonomy in structuring the working day requiring high levels of self-discipline and time management skills.
- Dealing with urgent matters, at times outside of normal office hours as required to protect the ongoing interests of the council.

Physical demands:

- Normal physical demands.
- Site based work – may be required to climb ladders etc and work safely at heights and in confined spaces and other hazardous environments, lifting access covers, hatches etc.

Working conditions:

- Work will normally be carried out in an office and home environment but does require the post holder to visit various locations as need arises.
- Site based work will include visits to construction sites and hazardous environments – noise, dust, trip hazards, falls from height etc. with a requirement for suitable PPE.
- Agile / hybrid working is in place across the council.

Work context:

- The nature of the work may be demanding and challenging although there is minimal risk to personal health and safety.
- Risk of falls and other risks associated with construction sites etc.
- Risk of working in hazardous environments, contaminated with asbestos, gases, Legionella etc.
- Work requires regular use of personal protective equipment of a specialist nature.

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- Contact with property tenants, service customers etc which may present challenging situations.

Position in organisation:

Indicate how many staff the post is directly accountable for: 10 (2 direct reports)

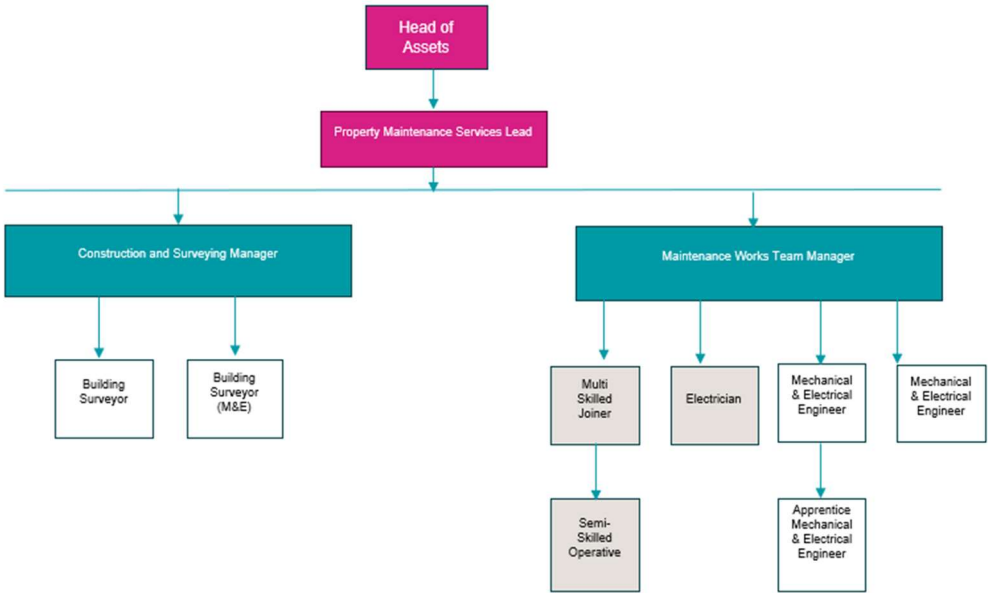
Are posts in more than one location? **Yes**

Is this at the same site? **No**

Are the posts managed highly mobile? **Yes**

Is the supervision/management shared with another post in the structure?
No

Please indicate which post(s)



Job Description Version Control	
Date evaluated	8.5.26
Date updated	22.4.26
Updated by (manager name)	David Boreham
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Significant experience managing multi-disciplinary construction and maintenance teams. • In-depth understanding of construction law, procurement frameworks, CDM regulations, building safety and compliance. • Extensive experience in strategic planning, budget management, and service leadership. • Proficiency in digital tools including AutoCAD, CAFM systems, project planning software. • Construction, Surveying, Design and Maintenance skills. • Design skills for the design of building/engineering construction solutions on new build and refurbishment projects. • High level of knowledge relating to forms of building contract, particularly, NEC, JCT etc. • Extensive knowledge of issues related to “re-thinking construction” principles and project partnering. • Management experience, including motivation and building and leading teams and a commitment to people and service development.	
Knowledge, Skills and Experience	Interview
• Ability to undertake a wide range of advanced strategic and operational management activities across a diverse range of technical disciplines. • Literacy, numeracy and analytical skills. • IT related skills and knowledge, including Computer Aided Design skills. • Well-developed negotiation skills. • Project Management skills. • A sound knowledge of Disabled Access issues required. • Skilled and experienced in consultation, negotiation and partnership working. • Excellent communication/interpersonal skills.	
Education, Training and Qualifications	Original documents
• Degree in Architecture, Building Surveying, Quantity Surveying, Engineering or equivalent (or demonstrable equivalent experience).	

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- Chartered membership of RIBA, RICS, CIOB, CIBSE or equivalent (or demonstrable equivalent experience).
- Evidence of ongoing CPD.

Working Arrangements	Interview
- Flexible approach to working arrangements. - Required to be part of the council's Emergency Management arrangements. - Ability to transport self around North Lincolnshire in a timely manner and at short notice. - Agile working applies.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Experience in local government or wider public sector. - Knowledge of Building Information Modelling (BIM) and emerging construction technologies. - Net-zero retrofit and sustainable building strategy development. - Awareness of social value in construction and community engagement. - Strong managerial and leadership skills. - Problem solving and "trouble shooting" skills to assist junior staff and contractors with problems arising on construction projects. - Extensive knowledge of legislation/regulation appropriate to building construction, procurement, contract law, mechanical and electrical engineering and related fields and of contract preparation and tendering procedures, including NSR Contracts, Contract Law, Building Regulations, Planning, CDM Regulations, NBS, Disability Discrimination Acts etc.	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
Working Arrangements	Interview

THE POST IS SUBJECT TO:

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A Disclosure and Barring Service Check

Yes – at the level below: ☐ No ☒

• Enhanced without Barred List ☐

• Enhanced with Barred List: Adults ☐ Children ☐ Both ☐

• Basic ☐

Political restriction

Yes ☐ No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☒ No ☐

• Version Control			
Author	HR Policy Team	Date approved	19 September 2012
Status	V1.2	Last updated	9 February 2026 (DBS checks)