

Grading

Job Description and Employee Specification

<u>Job title:</u> Lead Officer - Assets and Property	<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 day-to-day management and professional performance of the council's Assets and Property Team to operate property portfolio, maximising financial and social value through effective asset planning, performance management, investment and disposal decisions. • Ensure that the estate is managed in line with statutory/legislative requirements, sustainability commitments, and best practice in public-sector property management within a corporate landlord model. • 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 the Assets and Property function, driving innovation in asset optimisation, commercialisation, property management, and landlord services. 2. . Coordinate with Facilities Management, Building Maintenance and statutory and operational compliance colleagues on asset requirements, landlord actions and investment priorities. Develop and deliver a corporate assets strategy that supports organisational priorities; financial sustainability, enabling flourishing and resilient communities and future sustainable growth of North Lincolnshire. 3. Oversee all aspects of commercial estate management and the wider council portfolio, including landlord/tenant relationships, lease events, rent reviews, valuations, condition liabilities, disposals, acquisitions, and asset commercialisation. 4. Lead the planning and delivery of property investment, rationalisation, and optimisation programmes across the estate identifying opportunities for acquisition and disposal, in line with the neighbourhood model. 5. Lead the development of business cases to support investment and disposal proposals.	

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6. Ensure compliance within the Assets and Property remit with property legislation, professional standards, the Council's Constitution, financial regulations, procurement and information-governance requirements.
7. In collaboration with the senior leadership team, lead delivery of the Strategic Asset Management Plan, commercial estate strategy, phased disposal and capital-receipts programme, valuation-governance arrangements and property business-partnering model.
8. Manage all property income and expenditure budgets in line with organisational requirements to ensure value for money working with finance business partner.
9. Manage complex property-related claims, disputes, dilapidations, valuations, and legal negotiations, providing professional recommendations within required timescales.
10. Own the property-valuation governance framework and annual programme timetable working in conjunction with finance colleagues, while preserving the Registered Asset Valuer's independent authority over valuation methodology, professional quality assurance and sign-off.
11. Identify opportunities for service transformation through innovation, consultation, and periodic review.
12. Manage a multidisciplinary team, building a positive culture of performance, professional excellence, inclusion, and service innovation.
13. Ensure that property records, title and lease information, case files and asset data are complete, controlled, accessible and reconciled to relevant Finance and corporate systems.
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, including RICS APC, graduate, apprenticeship and career-grade arrangements 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 Property, Estates Management, Real Estate, Valuation, Surveying, or a related discipline (or demonstrable equivalent experience).
- Management qualification or relevant professional experience.
- Chartered membership of RICS or equivalent (or demonstrable equivalent experience).

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- Demonstrates continual professional development within the relevant sphere.

Knowledge & Skills

- Expert knowledge of strategic asset management, estate management, commercial property, landlord and tenant matters, transactions, disposals and property governance.
- Strong understanding of local-government finance, governance and audit and of the respective responsibilities of Property, the Registered Asset Valuer and Finance.
- Understanding of long-term estate planning, asset optimisation, and strategic property management.
- Knowledge of compliance frameworks including fire safety, asbestos, EPC, accessibility, and property-related statutory duties
- IT literate, with the ability to use and interrogate a variety of systems.
- Proficiency in the use of property management systems, digital mapping tools, CAFM/CAFM-linked property databases, and asset data systems.
- Comprehensive knowledge and experience of the principles and practice of:
 - effective people management.
 - excellent customer service.
 - continual improvement using an evidence-based approach.
 - appropriate risk management and risk enablement.
- Strong analytical, financial, and commercial skills including valuation, investment appraisal, and business case development.
- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and consultation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Excellent financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- 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.
- Resilient and tenacious.
- Positive role model.
- Flexible approach to working arrangements.
- Ability to transport self around North Lincolnshire in a timely manner.

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Experience

- Significant experience managing commercial property or estates teams in a complex organisation to deliver strategic and operational property management across a diverse commercial portfolio.
- Experience managing a mixed commercial portfolio including leisure, offices, industrial, retail, land, and operational assets.
- Experience developing and delivering estate strategies, disposal programmes, capital receipts plans, and commercialisation agendas.
- Experience managing budgets, forecasting income, and driving financial performance from assets.
- Experience managing complex external relationships, including solicitors, agents, commercial tenants, and external stakeholders.
- Significant experience of delivering change management.
- Experience of implementing robust governance and assurance procedures to demonstrate effective compliance in the management of assets and property.
- Extensive procurement experience in relation to the business of the service.
- Extensive experience of service planning, policy development and implementation, and performance management.

Creativity and innovation:

- Develop and implement innovative asset solutions to optimise use of the estate, including alternative use, co-location and disposal options.
- Leading strategic asset planning in response to legislative, financial, and corporate priorities.
- Interpreting and applying changes in property law, government policy, and market conditions.
- Designing solutions that support the council's sustainability and net-zero ambitions.
- Managing urgent operational issues linked to estate safety, landlord repairs, or tenant matters.
- Interpreting estate data, financial performance, and portfolio analytics to direct resource allocation.
- 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.
- 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.

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- 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 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.

Contacts and relationships:

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

Regular contact with:

- Head of Service/Assistant Directors/Directors - 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 – daily/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 - 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.
- Community organisations/local businesses/public stakeholders - 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 - weekly.
- 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.
- Professional networks/government departments/regulators/other council's – to discuss policy issues and/or operational practices - monthly.
- Commercial tenants and prospective tenants – Weekly (verbal, meetings, written)
- External property agents, valuers, solicitors, developers, investors – Weekly (verbal, written, meetings)

Also, represents the council at external meetings, negotiations, panels, and strategic forums relating to property, regeneration, and commercial activity.

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Decision making:

- Management of all resources (staff, budgets etc.) and appropriate decision making.
- Makes strategic decisions, policies and priorities for the service.
- Establishes and monitors financial expenditure profiles for budget heads. Monitor profiled against actual expenditures and adjusts as necessary on a monthly basis.
- Manage the operational decision-making processes required by the service.
- Makes decisions in respect of changes to service delivery, and policy and procedures, within area of responsibility, which may affect the services to vulnerable people and populations.
- Decides on workloads and programmes of work for teams.
- Make decisions relating to the evaluation of quality and performance of the service.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
- Decides on resource levels re: suppliers, materials, equipment, vehicles.
- Ensures all work carried out meets statutory obligations and also adheres to the council's policies and procedures.
- Authorise orders and payments up to approved authorisation level within the written scheme of delegations.
- Decides on staff training and development needs within agreed budgetary limits.
- Implement interventions for customers following service delivery failures.
- Translation of new legislation and where/how it impacts on project work, policies, practices and procedures as well as contractors and workforce.
- Determine the correct course of action when dealing with emergencies.
- Check and approve payments made to internal and external contractors and suppliers.
- Ensuring the welfare, health and safety of self and council staff in all service activities
- Undertake risk assessments (including dynamic risk assessments) considering appropriate mitigation to manage identified risks and ensuring the mitigation is implemented.

The post holder will advise on and shape key strategic decisions relating to:

- The council's estate strategy and investment planning
- Property acquisitions, disposals, and the capital receipts programme
- Commercial lease negotiations, legal agreements, and dispute resolution
- Prioritisation of estate management resources and budgets
- Interpretation and application of legal and statutory compliance
- Procurement strategies for estate-related services and professional support
- Prioritisation of landlord statutory duties and safety interventions

Daily decisions will include:

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- Approving lease terms, rental values, valuations, and estate management actions
- Determining asset priorities and commercial optimisation measures
- Directing professional staff, contractors, and external advisors
- Authorising expenditure and budget allocations
- Ensuring the safe ongoing operation of properties in line with statutory law

Consequences

- Decisions will have strategic, statutory and financial implications including:
- Securing or protecting significant commercial income
- Managing property risk, compliance, safety, and liability
- Ensuring legal compliance to avoid enforcement, claims, or reputational damage
- Enabling delivery of frontline services through safe, compliant building

Responsibility for the commercial property portfolio income and expenditure budget which is over £4.5m.

Responsibility for resources:

Financial resources:

- No handling of cash, cheques or credit cards.

Physical resources:

- Laptop - £760
- Mobile phone - £200.
- Responsibility for securing buildings declared surplus by the council in addition to vacant commercial properties.
- 80% Office based; 20% 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.
- The workload is neither routine nor regular and fluctuates in terms of volume and by its nature it cannot follow an established routine, given the requirements of the public, Town and Parish Councils, Council Officers, Elected Members and outside bodies.
- The majority of the work is statutory, contractual or politically sensitive.
- Continual review of statutory regulations, codes of practice & established policies & procedures.

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- The work requires the management of complex, frequently changing and conflicting priorities.
- 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.
- Workload fluctuates with political, legal, market and operational demands.
- Sites include commercial buildings, industrial estates, operational depots, and land with associated risks.

Physical demands:

- Normal physical demands, when office based.
- On site may be required to climb ladders etc and work safely at heights, in confined spaces and other hazardous environments such as construction sites, life access covers and hatches.

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 including the demolition and clearance of surplus properties.
- 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.
- Exposure to risks associated with property inspections and tenant premises.
- Regular requirement to use appropriate PPE.
- Situations may include challenging or contentious tenant negotiations.
- Lone working.

Position in organisation:

Indicate how many staff the post is directly accountable for: (5 direct reports, but a wider team of 6)

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

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

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

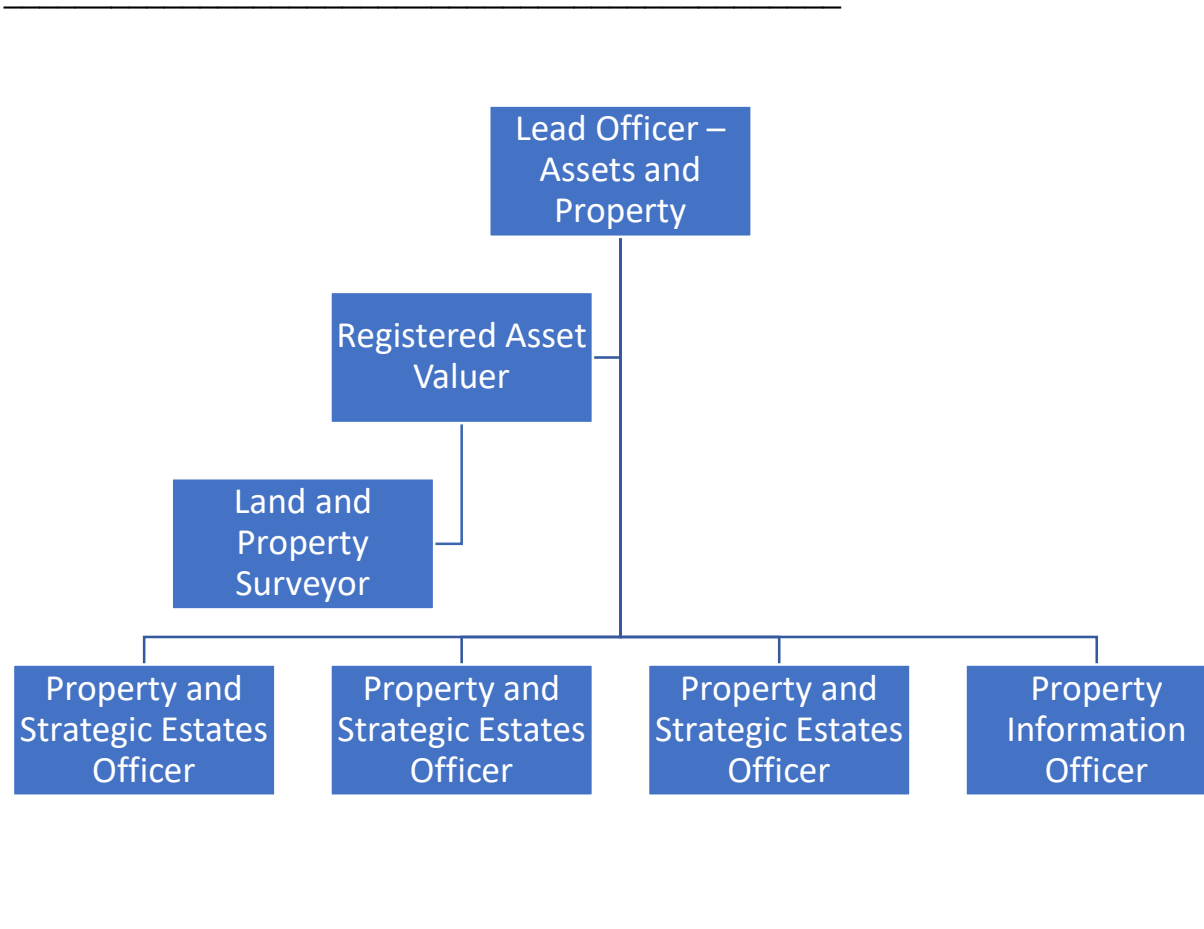
Is the supervision/management shared with another post in the structure?

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No

Please indicate which post(s)



Job Description Version Control	
Date evaluated	3.8.26
Date updated	3.8.26
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)
• Expert knowledge of strategic asset management, estate management, commercial property, landlord and tenant matters, transactions, disposals and property governance. • Strong understanding of local-government finance, governance and audit and of the respective responsibilities of Property, the Registered Asset Valuer and Finance. • Understanding of long-term estate planning, asset optimisation, and strategic property management. • Knowledge of compliance frameworks including fire safety, asbestos, EPC, accessibility, and property-related statutory duties • IT literate, with the ability to use and interrogate a variety of systems. • Proficiency in the use of property management systems, digital mapping tools, CAFM/CAFM-linked property databases, and asset data systems. • Comprehensive knowledge and experience of the principles and practice of: • effective people management. • excellent customer service. • continual improvement using an evidence-based approach. • appropriate risk management and risk enablement. • Strong analytical, financial, and commercial skills including valuation, investment appraisal, and business case development. • Significant experience managing commercial property or estates teams in a complex organisation to deliver strategic and operational property management across a diverse commercial portfolio. • Experience managing a mixed commercial portfolio including leisure, offices, industrial, retail, land, and operational assets. • Experience developing and delivering estate strategies, disposal programmes, capital receipts plans, and commercialisation agendas.	

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Knowledge, Skills and Experience

Interview

- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and consultation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Excellent financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- High standard of written skills including writing and presenting reports, briefing notes and decision records.
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- Resilient and tenacious.
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- Flexible approach to working arrangements.
- Ability to transport self around North Lincolnshire in a timely manner.

Education, Training and Qualifications	Original documents
• Degree in Property, Estates Management, Real Estate, Valuation, Surveying, or a related discipline (or demonstrable equivalent experience). • Management qualification or relevant professional experience. • Chartered membership of RICS or equivalent (or demonstrable equivalent experience). • Demonstrates continual professional development within the relevant sphere.	
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)
•	
Knowledge, Skills and Experience	Interview
•	
Education, Training and Qualifications	Original documents
•	
Working Arrangements	Interview
•	

THE POST IS SUBJECT TO:

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

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Yes ☒

No ☐

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