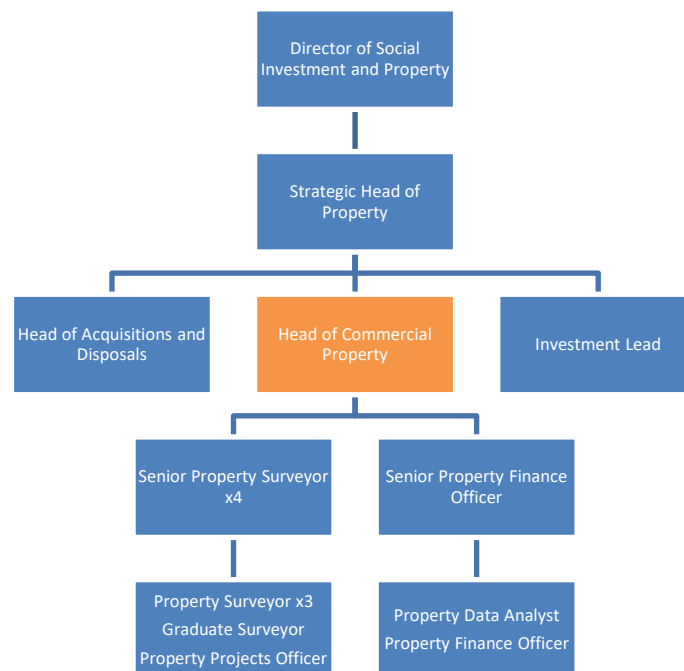


JOB DESCRIPTION

Job Title	Head of Commercial Property
Directorate	Housing and Social Investment
Service	Social Investment and Property
Grade	J

Responsible to:	Strategic Head of Property
Employees directly supervised (if applicable):	Senior Property Surveyor x4 Senior Property Finance Officer
Family Tree (job titles only, no employee names)	



1. JOB PURPOSE:

To oversee the effective day-to-day management and continuous review of the commercial property portfolio to identify opportunities, developing and implementing strategies that reduce cost, maximise returns and increase revenue, and optimise use, in accordance with the Council's policies, asset strategy, Council Plan and social investment strategy.

To act as the point of expert advice on commercial property matters, developing and implementing a long-term strategic vision for the commercial property function, aligning it with the Council's wider objectives and ensuring the portfolio remains competitive and profitable.

To spearhead the identification and implementation of innovative commercial property strategies that align with the Council's strategic objectives, overseeing the leverage of data analytics and market intelligence to inform strategic decisions and optimise portfolio performance.

To provide landlord and tenant service and other such property management advice related to the Operational Portfolio as well as the VCS (communities) portfolio.

2. DESCRIPTION OF DUTIES:

Develop and implement the long-term strategic vision for the Commercial Property function, aligning it with the overall department goals and the Council's wider strategic objectives.

Act as the primary point of expert advice on landlord and tenant and property management matters, providing strategic guidance to senior officers and Lead Members to influence decision-making on the management of the portfolios.

Manage the in-depth analysis and monitoring of the commercial portfolio's performance against industry benchmarks, leveraging data analytics to identify high-potential opportunities for the Council to inform strategic decisions and optimise portfolio performance.

Oversee the effective day-to-day management and continuous review of the commercial property portfolio to identify opportunities for improvement and growth.

Develop and implement strategies to reduce costs, maximise income and optimise property use in accordance with the Council's policies, Asset Strategy and Social Investment Strategy.

Oversee and manage all property transactions, negotiations and financial management for the Council's commercial portfolio, ensuring they adhere to all relevant legislation and regulations and are in alignment with the Council's objectives.

Oversee the management of accurate property information databases for reporting on performance, including tenancy information and financial analysis, to provide valuable insights for decision-making.

Ensure value for money and high performance of the Commercial Portfolio through effective asset utilisation and robust performance reporting, leading to increased financial return.

Oversee the development and implementation of strategic and operational improvements to the Commercial Portfolio to maximise rental income, enhance portfolio performance, and ensure efficient asset utilisation through rent reviews, lease renewals, licence renewals and all landlord and tenant transactions.

Oversee and actively manage allocated budgets with adherence to probity principles to ensure financial sustainability and minimise risk, working with the Finance Business Partner to resolve discrepancies, maintaining financial accuracy and transparency.

Ensure the effective management of financial resources allocated to the commercial property portfolio, maximising returns while maintaining fiscal responsibility.

Oversee the landlord and tenant services, including rent review, lease renewals as well as the provision of new lettings for the Operational Portfolio as well as the VCS (communities) portfolio.

Oversee the property advice to the operational property team as well as other Council services in relation to the Operational Portfolio as well as the VCS (communities) portfolio.

Provide strong leadership and direction to the Commercial Property team, ensuring direct reports have clear performance objectives linked to the overall Commercial Portfolio performance objectives, fostering a culture of high performance, innovation and continuous improvement.

Build and maintain strong relationships with internal and external stakeholders, fostering collaboration and developing Service Level Agreements where required to leverage external expertise for successful service delivery.

Effectively represent the Council's interests at external and internal working groups and meetings, advocating for the commercial property function and building strong relationships with key stakeholders.

Act as Expert Witness on behalf of the Council on property-related arbitration cases, protecting the Council's interests and demonstrating property expertise.

Act as strategic advisor for the Pension Fund Portfolio, supervising, reviewing, and challenging recommendations for acquisitions and disposals, authorising consultants and contractors to facilitate the process.

Oversee the production of Delegated Authority Decision, Key Decision and Leadership Team Reports, and presentations for senior management and elected officials, effectively communicating complex property information to secure approvals and advance strategic initiatives.

Anticipate the future portfolio needs, proactively identifying opportunities and mitigating potential risks by staying abreast of the property market and industry changes.

Lead the development and implementation of leasing strategies and policies, and the implementation of asset management strategies, to optimise portfolio utilisation, generate revenue, and the efficiency and effectiveness of the Commercial Property team.

Respond to enquiries from Members and the public in a timely manner, providing clear and accurate information and enhancing public trust.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Head of Commercial Property
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: <ul style="list-style-type: none"> A Member or Fellow of the Royal Institution of Chartered Surveyors (RICS) qualification (Commercial Property Practice or equivalent).
C	Skills; Experience and Attitude Essential: <ul style="list-style-type: none"> Significant experience in senior leadership roles within Commercial Property Practice or Real Estate Management, with an ability to advise senior colleagues and provide strategic recommendations. Significant experience in commercial property practice and asset management and ability to ensure Value for Money and that the organisation will maximise the use of its Investment Assets Extensive knowledge of Landlord & Tenant legislation and property valuation

- Extensive experience in commercial property management including s18 valuations for negotiating schedules of dilapidation, adhering to RICS Valuations Standards or equivalent.
- Demonstrable experience in dealing with external consultants and working within a multidisciplinary project team
- Ability to use a range of PC and mainframe IT applications as relevant to the work of the team
- Self-motivated, confident and to be able to work on own initiative to a high professional standard
- Excellent communication skills, including an ability to write own reports to a high standard
- Excellent interpersonal skills, and the ability to present confidently and assertively to influence key decisions with directors and senior management.
- A demonstrable understanding of local government practices and procedures, particularly around procurement and financial regulations, and an understanding of local government law
- Awareness of the main legal employment requirements relating to health and safety and awareness of the Equalities agenda Diversity and Inclusion rules
- Demonstrable knowledge of best practice Investment/Commercial Property Management and up-to-date knowledge of the property market
- Demonstrable experience in running teams, driving efficiencies, and developing, implementing and monitoring performance improvement programmes.
- Ability to work closely with directors and senior management
- Ability to pro-actively identify clients' needs and develop appropriate solutions

Our Values & Behaviours	
D	<div>PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div>RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p>

	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div style="background-color: #00a0e3; color: white; text-align: center; padding: 5px; border-radius: 10px;">INTEGRITY</div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<div style="background-color: #00b050; color: white; text-align: center; padding: 5px; border-radius: 10px;">WORKING TOGETHER</div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.