

HEAD OF SERVICE PROPERTY

Job Description

Directorate:	Resources		
Service:	Property		
Location:	County Hall, Preston / Hybrid		
Salary range:	£73,580 - £80,468 pa	Grade:	LCC 14
Reports to:	Director of Finance & Commerce	Employees responsible for:	6 direct reports c.160 employees

Job purpose and scope

- Reporting to the Director of Finance and Commerce, the postholder is one of the council's senior managers responsible for heading up the Property Service and will lead, influence, shape, and challenge at the senior level to inform service planning, development, associated budgets, and delivery within their area of responsibility.
- Lead on the management and strategic development of the council's extensive property portfolio and assets.
- Lead a team of professionals responsible for property management and development, asset optimisation and strategic planning to ensure the efficient and effective utilisation of the council's resources in alignment with our corporate objectives.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Lead the Property Services function, its people and financial resources ensuring that these services deliver council priorities, statutory duties, and value for money.
- Provide strategic property asset management advice to elected members, the Chief Executive, Executive Management Team, statutory officers, and senior leaders.

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- Develop and implement property management strategies to maximise the value and performance of the council's property assets.
- Monitor and evaluate property performance metrics, providing regular reports and recommendations to senior management and elected members.
- Ensure delivery of effective contract management, including assets delivered through Private Finance Initiative; Energy; Construction Frameworks; Service Inspections; Grounds and Cleaning; Surveying; plus Planned and Reactive Maintenance.
- Determine how best to achieve the objectives related to the area of responsibility, including the development, implementation and communication of strategy, policy, and operational business plans across the wider service area of responsibility, scanning the horizon for relevant changes that may impact the service and the council.
- Lead on the design and delivery of the Property Service plan to deliver service improvements, utilising strong knowledge and understanding of the issues and an ability to analyse data and use innovative approaches.
- Leading the delivery of service objectives to meet internal/external customers' needs, to inform multi-agency initiatives, and to facilitate management decision-making which will have medium to long term effects on the business.
- Manage the capital project specification, design and programme delivery relating to the council's property assets.
- Manage the budget and resources for the service, monitoring financial performance, seeking savings and efficiencies, and identifying opportunities to draw funding where appropriate.
- Foster a positive and collaborative work environment that promotes a culture of professional development, knowledge sharing, and open, honest, and transparent communication.
- Ensure premises compliance coordination in relation to building services, third party sports stadiums, CCTV and premises.
- Champion customer excellence and learning from feedback to drive continuous improvement.
- Implementing corporate initiatives spanning the organisation, cutting across services outside of direct responsibility and control to ensure delivery against strategic objectives.
- Lead medium to large scale change programmes through the evaluation of existing provision, recommendation of service improvement initiatives for decision by senior management and delivery of chosen models to meet improvement objectives.
- Represent the council at external forums, conferences, and meetings to build professional networks and influence wider policy agendas.

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: *Supportive, Innovative, Respectful, and Collaborative*, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service
Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles
Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

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We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Honours Degree level qualification in a relevant field (e.g., Estate Management, Property Management, Surveying), or equivalent experience
- Relevant professional qualification (e.g., RICS, CIOB) or equivalent

Experience

- Significant senior management experience in property management, asset management, or a related field, with a proven track record of leaderships and strategic planning within a local authority or similar public sector environment.
- A demonstrative record of delivering high quality services against challenging objectives and resources.
- A track record of improving services, managing complex budgets involving a range of funding streams, and delivering value for money.
- Experience of working at a senior level with elected members to deliver outcomes*.
- Significant experience of engaging, guiding and influencing senior managers and statutory officers on complex asset management matters.
- Significant experience of partnership working and managing external relationships.
- Experience of leading, inspiring, and motivating teams, colleagues, and partners to drive service forward, achieving high quality delivery within reducing resources.
- Experience of working collaboratively across services outside of the area of responsibility to ensure delivery of corporate objectives.

Essential knowledge, skills & abilities

- Highly developed knowledge and understanding of property law, regulations and best practice and the principles, theory, and practice of property asset management in the public sector.

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- Effective Leadership and Management at a senior level of a diverse workforce to support excellence in service delivery.
- Proven ability to develop and implement strategic plans, drive change, and deliver results in a complex and dynamic environment.
- Successful financial management including prioritisation within decreasing resources.
- Ability to lead, develop, manage, and motivate teams in a challenging and changing environment.
- Excellent communication, negotiation and influencing skills, with the ability to build effective relationships at all levels.
- Ability to embed services which are compliant and fit with the wider organisational strategy.
- Ability to utilise significant judgement to lead the design and delivery of operational business plans, using creative and innovative thinking.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post.
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive.