

### Job Profile

<b>Job Title:</b>	Asset Management & Property Officer	<b>Grade:</b>	K
<b>Reporting to:</b>	Property Services Manager		
<b>Responsible for:</b>	N/A		
<b>Experience:</b>	Relevant experience in asset management and legal compliance. Experience of managing projects. Experience of databases / systems		
<b>Specialist Knowledge:</b>	Multi-disciplinary background. Knowledge of Prince 2 Statutory compliance (property)		
<b>Qualifications:</b>	Ideally educated to degree level or equivalent. Membership of the Institute of Workplace and Facilities Management (IWFM) or other similar professional body		
<b>Special Circumstances:</b>	N/A		

**Job Purpose:**

- To advise and lead on property related projects, from business planning and development to physical delivery and ongoing facilities management.
- To oversee major property related projects, risks and contingencies within the project life cycle and provide monitoring reports as and when required.
- In relation to the commercial property portfolio, to advise on, implement measures for and monitor legal compliance with, but not limited to:
  - Condition Surveys – identification of significant premises related issues (building, electrical and mechanical) to support planned maintenance programmes.
  - Fire Risk Management – including fire risk assessments as required by the Regulatory Reform (Fire Safety) Order 2005.
  - Water Quality (Legionella) management – including risk assessments, tank inspections, flushing and temperature monitoring services.
  - Asbestos Management – updating of asbestos registers and advice and support on the preparation of Local Asbestos Management Plans.
- To support the Property Services Manager with the Council's asset review and implementation processes.
- To support the Property Services Manager in delivering and implementing asset management policies throughout the Council, including asset management plan submissions, the reporting of asset management planning and corporate strategy to Cabinet and the management, collection and analysis of all data to support this function.
- To lead on the implementation and delivery of a compliance property management database.

*This, together with the competency levels is a description of the job as it is at present constituted. It is the practice of this Council to periodically review and update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in any discussions and, in connection with them, to re-write your job profile to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your immediate superior. It is the Council's aim to reach agreement on reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you. All aspects of the post are to be carried out in compliance with the Council's overall Policies and Procedures, and all post holders will frequently have access to confidential information and will maintain such confidentiality as required by the Council.*

Competency definition	Skills/ Attributes	Effective behaviours	Ineffective behaviours
<b>CUSTOMER SERVICE &amp; SUPPORT</b>			
<p>Takes personal responsibility for delivering an excellent service to meet internal &amp; external customer needs</p>	<ul style="list-style-type: none"> <li>• Responsive</li> <li>• Empathic</li> <li>• Approachable</li> <li>• Assertive</li> </ul>	<ul style="list-style-type: none"> <li>• Is interested in customers &amp; attentive to their needs</li> <li>• Treats customers politely &amp; respectfully</li> <li>• Strives to build relationships with customers</li> <li>• Considers the impact of own behaviour &amp; actions from a customer perspective</li> <li>• Makes it easy for customers to access the service</li> <li>• Encourages &amp; uses customer feedback to improve the service</li> <li>• Acts assertively</li> <li>• Is open &amp; realistic about what can be achieved</li> <li>• Sees things through &amp; does what they say they will</li> </ul>	<ul style="list-style-type: none"> <li>• Sees customers as interruptions to 'the day job'</li> <li>• Is abrupt, dismissive or patronising</li> <li>• Blames other people or other departments for mistakes</li> <li>• Avoids dealing with difficult customers</li> <li>• Gives poor service to customers seen as demanding</li> <li>• Allows the customer to suffer because of personal or internal issues</li> </ul>
<b>RESPECTING DIVERSITY &amp; EQUALITY</b>			
<p>Encourages &amp; values the contribution of all people; recognises the benefits of difference</p>	<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Tolerant</li> <li>• Open minded</li> <li>• Challenging</li> </ul>	<ul style="list-style-type: none"> <li>• Respects people from varied backgrounds</li> <li>• Is open to diverse views &amp; sensitive to group differences</li> <li>• Sees diversity as opportunity &amp; strength</li> <li>• Challenges bias &amp; intolerance</li> <li>• Is aware of how own culture, beliefs &amp; attitudes affect their behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Tries to impose personal views &amp; work methods</li> <li>• Ridicules others &amp; dismisses their views</li> <li>• Assumes all people are the same</li> <li>• Ignores discrimination</li> </ul>

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<b>TEAM &amp; PARTNERSHIP WORKING</b>			
<p>Committed to working with team, partners &amp; the wider community to achieve common goals &amp; ensure performance at the highest level</p>	<ul style="list-style-type: none"> <li>• Co-operative</li> <li>• Reliable</li> <li>• Participative</li> <li>• Collaborative</li> </ul>	<ul style="list-style-type: none"> <li>• Is a team player &amp; makes the effort to participate fully in the team</li> <li>• Has a positive view of collaborative working</li> <li>• Shares appropriate information &amp; knowledge willingly with others</li> <li>• Is reliable &amp; approachable</li> <li>• Supports colleagues to achieve goals ideas &amp;/or actions</li> <li>• Balances a focus on task with attention to relationships</li> <li>• Helps the team to try different ways of thinking &amp; working</li> <li>• Understands the wider operating context &amp; the impact of own role</li> </ul>	<ul style="list-style-type: none"> <li>• Takes the credit for others' work</li> <li>• Constantly distracts or disrupts the team</li> <li>• Cherry picks the best/most interesting tasks</li> <li>• Works in isolation or only with immediate colleagues with other people's ideas &amp; actions</li> <li>• Repeats ideas &amp;/or actions</li> </ul>
<b>COMMITMENT &amp; ACCOUNTABILITY</b>			
<p>Committed to the Council's vision and takes responsibility for their role in working towards it; understands how own actions can affect the Council</p>	<ul style="list-style-type: none"> <li>• Conscientious</li> <li>• Loyal</li> <li>• Dedicated</li> <li>• Trustworthy</li> </ul>	<ul style="list-style-type: none"> <li>• Takes pride in working for the Council</li> <li>• Does the job to the best of their ability</li> <li>• Is loyal to the values of the Council especially when communicating with others</li> <li>• Meets commitments &amp; keeps promises</li> <li>• Works consistently to promote a positive working environment</li> <li>• Is aware of the impact of individual actions &amp; behaviours on the reputation of the Council</li> <li>• Is prepared to admit mistakes</li> </ul>	<ul style="list-style-type: none"> <li>• Puts self interest first &amp; has an "I'm alright Jack" attitude</li> <li>• Maliciously or carelessly damages the reputation of the Council</li> <li>• Coasts along - only doing enough to get by</li> <li>• Blames the system or others for own poor performance</li> </ul>

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<b>ADAPTABILITY &amp; FORWARD-THINKING</b>			
Looks to the future, understanding & adapting to the need for change	<ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Resilience</li> <li>• Creativity</li> <li>• Pro-active</li> <li>• Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Takes the initiative to look for solutions rather than identifying problems</li> <li>• Is willing to try out new ideas &amp; ways of working</li> <li>• Is receptive to change, reacts quickly &amp; implements it positively</li> <li>• Adjusts well to shifting priorities &amp; is confident in own skills &amp; abilities</li> <li>• Adapts own behaviour in response to unexpected obstacles or challenges</li> <li>• Sees change as opportunity &amp; makes the best of new situations</li> </ul>	<ul style="list-style-type: none"> <li>• Takes change personally</li> <li>• Is inflexible &amp; sticks to the same course of action</li> <li>• Is cynical &amp; negative about change</li> <li>• Always takes a narrow view of own role</li> </ul>

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<b>COMMUNICATION</b>			
Communicates effectively in a clear, concise & open manner	<ul style="list-style-type: none"> <li>• Clarity</li> <li>• Sensitivity</li> <li>• Courtesy</li> <li>• Listening</li> </ul>	<ul style="list-style-type: none"> <li>• Uses plain language to communicate clearly at all levels</li> <li>• Uses the simplest &amp; most appropriate means of communication for the situation</li> <li>• Ensures understanding by listening carefully</li> <li>• Speaks as they would like to be spoken to themselves</li> <li>• Uses appropriate/effective body language &amp; tone to improve communication</li> <li>• Adopts a consistently friendly &amp; approachable manner</li> <li>• Shows sensitivity to others needs &amp; feelings when communicating</li> </ul>	<ul style="list-style-type: none"> <li>• Gives contradictory or conflicting messages</li> <li>• Is aggressive, sarcastic or patronising to others</li> <li>• Uses email to avoid difficult conversations</li> <li>• Hides behind jargon</li> <li>• Dominates conversations</li> <li>• Interrupts when others are speaking</li> </ul>
<b>PERSONAL EFFECTIVENESS</b>			
Is aware of own impact on others; works to develop own strengths & capabilities	<ul style="list-style-type: none"> <li>• Self-awareness</li> <li>• Self-confidence</li> <li>• Self-composure</li> </ul>	<ul style="list-style-type: none"> <li>• Realises that own feelings affect performance</li> <li>• Is confident in own ability to work with others</li> <li>• Controls own behaviour &amp; responses</li> <li>• Remains calm &amp; level-headed under pressure</li> <li>• Organises time effectively, plans ahead &amp; deals with issues that arise</li> <li>• Learns from experience, is open to feedback &amp; able to ask for support when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Is indifferent to how they come across to others</li> <li>• Deliberately indulges in volatile or emotionally unpredictable behaviour</li> <li>• Takes personal problems out on others</li> <li>• Uses status or experience to undermine others</li> <li>• Intimidates or upsets others through destructive feedback</li> <li>• Uses non-verbal behaviour to express negative feelings</li> </ul>

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<b>DEVELOPING PEOPLE &amp; TEAMS</b>			
Creates opportunities to maximise the potential of people & teams	<ul style="list-style-type: none"> <li>• Supportive</li> <li>• Empowering</li> <li>• Innovative</li> <li>• Coaching</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages people to work together as a team</li> <li>• Builds team identity &amp; commitment</li> <li>• Develops staff through coaching &amp; mentoring</li> <li>• Makes time available to support individuals</li> <li>• Encourages staff to make best use of their abilities</li> <li>• Gives praise where it is due</li> <li>• Successfully develops staff for future roles in the Council</li> </ul>	<ul style="list-style-type: none"> <li>• Puts self-interest before staff interest</li> <li>• Is impatient with others when they ask for help</li> <li>• Doesn't see any benefit in 'team building'</li> <li>• Blocks development opportunities</li> </ul>
<b>DELIVERING RESULTS</b>			
Achieves measurable results & continuous improvement	<ul style="list-style-type: none"> <li>• Timeliness</li> <li>• Quality focus</li> <li>• Planning/ organising</li> <li>• Decisiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Takes responsibility for ensuring plans are delivered on time &amp; outcomes are monitored</li> <li>• Thinks ahead to spot problems or opportunities</li> <li>• Sets &amp; meets challenging goals</li> <li>• Prioritises, prepares in advance &amp; sets realistic timescales</li> <li>• Shows a creative &amp; constructive approach to problem solving</li> <li>• Constantly seeks to improve the way things are done</li> </ul>	<ul style="list-style-type: none"> <li>• Finds it difficult to say 'No' to unreasonable requests</li> <li>• Cannot see 'the wood for the trees'</li> <li>• Puts off making decisions</li> <li>• Is disorganised &amp; works in chaos</li> </ul>

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<b>MANAGING PEOPLE</b>			
<p>Committed to managing &amp; motivating a high performing team.</p>	<ul style="list-style-type: none"> <li>• Consistency</li> <li>• Assertiveness</li> <li>• Listening</li> <li>• Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly identifies &amp; communicates what is expected of staff</li> <li>• Delegates effectively &amp; knows when to step in &amp; when not</li> <li>• Deals effectively &amp; openly with difficult issues</li> <li>• Builds &amp; maintains team motivation</li> <li>• Makes best use of team expertise to improve team performance</li> <li>• Provides regular feedback to manage, review &amp; improve future performance</li> <li>• Is visible &amp; approachable to staff</li> </ul>	<ul style="list-style-type: none"> <li>• Is reluctant to deal with poor performance</li> <li>• Is inconsistent in approach to managing performance</li> <li>• Is only interested in the task &amp; not the people</li> <li>• Shows favouritism by allocating tasks unfairly</li> </ul>



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<b>PERSONAL IMPACT</b>			
<p>Operating effectively at individual, group &amp; Council levels with the wider community</p>	<p>Self development Self confidence Self awareness Professionalism Respect for others</p>	<ul style="list-style-type: none"> <li>• Consistently sets a high standard of personal honesty, integrity &amp; fairness.</li> <li>• Actively seeks feedback &amp; opportunities for personal Development.</li> <li>• Understands own strengths &amp; weaknesses.</li> <li>• Is aware of personal impact on others.</li> <li>• Make explicit what they stand for in terms of their ethics values &amp; standards of behaviour.</li> <li>• Learns from mistakes or resistance &amp; moves on to achieve important objectives in other ways.</li> <li>• Demonstrates a “can do” attitude.</li> </ul>	<ul style="list-style-type: none"> <li>• Takes the credit for others’ achievements/work.</li> <li>• Has blind spots about own abilities &amp; does not see the need for development.</li> <li>• Is indiscreet.</li> <li>• Displays professional arrogance.</li> <li>• Is unapproachable.</li> </ul>
<b>INFLUENCING &amp; NEGOTIATING</b>			
<p>Builds effective relationships. Influences others to gain support for ideas &amp; commitment for particular courses of action</p>	<p>Credible Diplomatic Persuasive Adaptable</p>	<ul style="list-style-type: none"> <li>• Promotes a friendly &amp; co-operative climate.</li> <li>• Handles difficult situations with tact &amp; diplomacy.</li> <li>• Uses a variety of means for influencing others.</li> <li>• Quickly establishes positive communication.</li> <li>• Works to build consensus &amp; looks for win-win solutions.</li> <li>• Is aware of the impact of own actions &amp; words.</li> <li>• Is assertive without being insensitive.</li> <li>• Adapts own style to impact positively on others.</li> </ul>	<ul style="list-style-type: none"> <li>• Demoralises others</li> <li>• Is content to deliver what is adequate</li> <li>• Gives up easily</li> <li>• Backs away from difficult situations</li> <li>• To assertive</li> </ul>