Updated August 26

Job Summary

Post Title	Estate Management Performance Manager	**Pay Grade**	Grade 8
Directorate **Service Area**	Communities Directorate Corporate Property & Assets, Estate Management	**Line Manager**	Head of Estate Management
Post Number/s (Mandatory for existing posts, If multiple posts state all)		**If existing post is the post title changing? If yes state both**	N
JE/GAR reference number (Mandatory for existing posts)		**Work Location (state Council office)**	Walton Street
Work style	Any desk	**Job Family & Role Profile**	BSI08M
DBS Check Required?	No		
Politically Restricted Post?	No *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context
Lead the delivery of a professional, integrated business support function that underpins Estate Management operations and strategic objectives. Drive continuous improvement through robust process mapping, standardisation and optimisation, using data-led insights and effective data management practices to identify efficiencies, improve reporting accuracy and support informed decision-making. Support the Estate Strategy and Corporate Landlord Model, enhance customer service delivery and ensure consistent, well-governed policies, processes and systems across all Estate Management areas.
Main Responsibilities and Duties
• Take ownership and accountability for the delivery of systems projects across Estate Management (CAFM systems, CAD & BIM), working with stakeholders and IT Services to define project scope, objectives and deliverables. • Review, rationalise, develop and support the wide range of systems and processes across Estate Management, ensuring alignment with the wider corporate systems architecture. • Lead the implementation of systems, ensuring managers are adequately resourced and supported to enable successful delivery.

- Act as the custodian of Estate Management systems, maintaining a clearly mapped architecture to ensure stakeholders understand current capabilities and future developments. Serve as the expert client liaison with IT Services.
- Oversee the management and maintenance of all customer and stakeholder interfaces, including liaising with the Helpdesk Team, the Estate Management website and digital query management platforms.
- Lead and develop a team of Operations Coordinators to deliver a professional, efficient and effective service as the primary point of contact for Estate Management queries.
- Ensure administrative support services are flexible and responsive to seasonal and operational demands.
- Establish mechanisms to gather customer feedback and translate insights into actionable service improvements.
- Provide robust reporting and performance data to support managers in identifying issues, resolving bottlenecks and enhancing service delivery.
- Embed a strong customer-focused culture across all support functions.
- Lead the delivery of training and development function to support all Estate Management services.
- Ensure that all training records, particularly those linked to compliance and legislative requirements, are maintained in a structured and auditable manner.
- Take accountability for apprenticeship programmes and work placements, supporting succession planning across Estate Management.
- Implement a continuous approach to identifying skills gaps and supporting managers in addressing workforce development needs.
- Develop and implement a resource allocation strategy to support managers in optimising the deployment of resources.
- Lead the provision of high-quality management information to inform decision-making, demonstrate compliance and meet statutory requirements.
- Promote collaborative working, ensuring effective support for Estate Management.
- Manage and deploy a flexible administrative resource team to meet the varying demands of Estate Management throughout the annual cycle.
- Anticipate peaks and troughs in demand, developing a multi-skilled team capable of supporting a range of core Estate Management functions.

Accountability

- If this role manages a budget please state the size of the budget: <£100K
- If this role monitors a budget please state the size of the budget: n/a
- How many direct reports does this job have in its reporting line? Five (5) (G7, G6, 3x G4)
- How many indirect reports does this job have in its reporting line? One (1) (G5)

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	Plans and coordinates systems projects, performance reporting cycles, customer support functions, workforce planning activities and operational improvement initiatives to meet service priorities and business requirements.
1 year	✓	Develops and delivers annual service plans, workforce development programmes, systems implementation projects, performance management frameworks and resource allocation strategies that support Estate Management objectives.
3-5 years	✓	Leads the development of long-term systems strategies, business support models, workforce succession plans, data governance frameworks and continuous improvement programmes that support the Estate Strategy and Corporate Landlord Model.

Values and Behaviours
We expect your values and behaviours to reflect the values of the organisation: **Proud** • Perform to your best every day • Cares about delivering the role and setting high standards • Upholds the reputation of the service and the wider Council **Ambitious** • Ambitious to learn, develop and fulfil potential • Ambitious to do things better • Solution focused looking for suitable resolutions **Collaborative** • Effectively engages with others sharing ideas and solutions • Able to look at things from different perspectives • Happy to work with others to achieve outcomes **Trustworthy** • Accountable for actions • Behaves professionally and to professional standards • Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Significant experience of delivering equivalent services which support complex service delivery, with expert technical knowledge and experience.	Leads the delivery of integrated business support, systems management, performance reporting and operational support functions across Estate Management, ensuring services support operational and strategic objectives.	✓	
Detailed operational knowledge of systems relevant to own area.	Acts as the custodian of Estate Management systems, including CAFM, CAD and BIM platforms, ensuring systems are effectively managed, supported and aligned with business requirements.	✓	
Expert knowledge and understanding of the policy, practices, procedures and regulations / codes of practice relevant to the role.	Applies expert knowledge of business support functions, data governance, performance management, systems administration, compliance requirements and corporate procedures to ensure effective service delivery.	✓	
Excellent knowledge of the service area and the interrelationships with other services and external agencies / partners.	Works closely with Estate Management teams, IT Services, Helpdesk functions, corporate services and external suppliers to ensure integrated support arrangements and effective service delivery.	✓	
Thorough knowledge of the authority and wider sector / external influences.	Maintains a comprehensive understanding of local authority	✓	

	operations, Corporate Landlord requirements, estate management priorities and emerging developments affecting service delivery and performance management.		
Experience of managing budgets and resources.	Manages budgets, staffing resources and support services, ensuring resources are deployed effectively to meet operational demands, service priorities and organisational objectives.	✓	
Excellent interpersonal, persuasion and negotiating skills, in order to influence outcomes critical to the organisation.	Influences stakeholders, managers and service teams to adopt new systems, processes and working practices, supporting service improvement and organisational change.	✓	
Excellent analytical skills demonstrating evidence of the ability to identify and evaluate complex problems / issues and develop innovative solutions.	Analyses performance information, operational data and business processes to identify inefficiencies, resolve issues and implement innovative solutions that improve service delivery and decision making.	✓	
Excellent ICT skills including use of Microsoft applications and specialist systems.	Uses Microsoft applications, CAFM systems, reporting platforms, SharePoint and specialist business systems to manage information, monitor performance and support strategic decision making.	✓	
Excellent planning and organisational skills, to manage a range of complex activities in order to achieve agreed targets and objectives.	Coordinates systems projects, performance reporting, training programmes, resource planning activities and business support services to achieve operational and strategic objectives.	✓	
Excellent time management skills to manage a complex workload, prioritise and set deadlines and cope with conflicting and changing demands.	Manages competing priorities across systems development, customer support functions, operational performance reporting, workforce development and service improvement programmes.	✓	
Experience of implementing change.	Leads business transformation initiatives, process improvements, systems implementations and service redesign activities to improve efficiency, governance and customer outcomes.	✓	
Experience of the development, motivation and management of staff. Proven ability to monitor performance and if necessary, take corrective action.	Leads and develops multidisciplinary teams, providing performance management, coaching, workforce planning and professional development to maintain high standards of service delivery.	✓	

Qualifications *(taken from role profile to complete)*	**Essential**	**Desirable**
Educated to degree level or equivalent.	✓	
Professionally qualified.		✓
Other Requirements	**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*		✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.