

Come and join the team!

ADVERT

ROLE TITLE: HEAD OF LANDLORD SERVICES

ADVERT TEXT:

An exciting and rewarding opportunity to join Team Monmouthshire

Monmouthshire is generally a prosperous area in comparison to surrounding areas, offering a high quality of life to its citizens. It is a fantastic place to live, work and visit, occupying a strategic position as a border county between the major centres in South Wales and the south-west of England and the Midlands.

As the largest county within the Cardiff Capital Region, it is distinguished by its natural beauty, historical significance, and rich cultural heritage. The county is home to numerous castles, Roman remains, and a robust agricultural and equestrian base, making it a prominent tourist destination in South Wales.

Monmouthshire boasts a robust economy, characterized by approximately 4,000 active businesses, high levels of skills and qualifications, excellent employment rates, and well-regarded educational institutions. The county benefits from efficient transport links, facilitating commuting and contributing to its economic vitality.

The county encompasses a rural area of 880 square kilometers and has a population of 93,000 residents. The demographic profile is characterized by an aging population, with projections also indicating a decline in the under-18 population by 2033. Notably, over half of the residents reside in urban settings and its market towns.

Monmouthshire does not have any communities within the most deprived 10% in Wales. However, it has the highest level of income inequality in Wales. This disparity can obscure pockets of deprivation, which become more pronounced when contrasted with areas of relative wealth.

The Council's Community and Corporate Plan 2022–2028, titled “Taking Monmouthshire Forward”, sets out a bold vision for a fairer, greener, and more successful county. The Council aims to make Monmouthshire a zero-carbon county. A place where well-being, health, and dignity are supported for all. A county that is resilient, inclusive, and future-ready.

This senior role looks to lead the Council's integrated Landlord Services function, playing a key enabling role in supporting and delivering the Council's core purpose and the Council's priorities as set out in the Community and Corporate Plan. This whole authority role looks to ensure that the Council's property and land assets are developed, managed and maintained effectively to ensure that assets meet policy objectives, the needs of service users & providers, and maximise social and financial

value in accordance with the core objectives of the Council's Asset Management Strategy.

Reporting to the Deputy Chief Executive, you'll manage an experienced and capable team of professional and technical colleagues.

Candidates will bring not only a relevant professional qualification (such as RICS), but also extensive current knowledge and experience in the core areas of responsibility; asset management, commercial investments, property management (maintenance, repair, improvement, compliance), property construction (capital project design and construction) and office services (including facilities management).

A project management qualification or experience of delivering large scale projects would be a definite asset. As the council's lead expert in this area, you must have a comprehensive grasp of relevant legislation and regulation.

An outstanding track record of building and sustaining partnerships, in a democratic and partner setting, is a must, and you must be ready to roll up your sleeves when needed. Strong candidates will additionally bring evidence of working effectively in complex situations, practical commercial awareness and experience in service design, procurement of supplies and services and robust contract management.

POST ID: NEW

LOCATION: County Hall, Usk, which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens. This is a role which will include working from office base, working from home and other locations within Monmouthshire as necessary.

GRADE: CHIEF OFFICER BAND B
Point 1 – 4 (£81,092 – £85,044)

HOURS: 37 hours per Week

Core hours are Monday to Thursday 09:00am – 17:00pm; Friday 09:00am – 16:30pm. However, there is a requirement for the post holder to work flexible hours including being responsive out of core hours if needed.

TEMPORARY: No

DBS CHECK: No

CLOSING DATE: 5pm on (Insert Date) 2025

Additional Information

Please note that we are not able to accept CVs

To apply for this post please complete the online application form which can be found on the following page:

<https://www.monmouthshire.gov.uk/jobs-employment/>

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.
- Autism aware and committed to removing barriers to employment.
- committed to supporting young people who leave our care to access new opportunities and gain experience.



ROLE PROFILE

ROLE TITLE: HEAD OF LANDLORD SERVICES

PERMANENT: Yes

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DISCLOSURE AND BARRING SERVICE (DBS) CHECK:

No DBS Required for this post

RESPONSIBLE TO:

Deputy Chief Executive – Statutory Director for Resources

WELSH LANGUAGE ASSESSMENT:

Welsh language skills are desirable. You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council. This will be implemented if a need for Welsh language skills in the role Arises.

SAFEGUARDING:

Child and Adult Safeguarding are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

Landlord Services.... Who are we?

Our Purpose:

The Council's core purpose is to be a zero-carbon county, supporting well-being, health and dignity for everyone at every stage of life.

Landlord Services play a key enabling role in supporting and delivering the Council's core purpose and the Council's priorities as set out in the Community and Corporate Plan.

The aim is therefore to ensure that the Council's property and land assets are developed, managed and maintained effectively to ensure that assets meet policy objectives, the needs of service users & providers, and maximise social and financial value in accordance with the five core objectives of the Council's Asset Management Strategy. These being:

Fit for purpose and collaborative estate

A land and property portfolio that is optimised, appropriate for service providers and users, and has partnership as a core principle, constantly evolving to respond to asset and service demand.

Good role models for climate and nature practices

A land and property portfolio which takes decisions which set good practice for climate and nature, demonstrating practical examples that can be replicated by partners and the private sector.

Maximised and commercialised asset base

A land and property portfolio that is financially responsible, operating viably and sustainably in a way that best achieves its intended outcomes

Strengthen the enablement role of Landlord Services

A land and property function (Landlord Services) which supports and enables services delivery, improving the organisations understanding of property matters and achieving value for money with a strong customer experience

Utilise community assets to optimise social value

A land and property portfolio which is equitable and offers parity, supporting the occupation of an asset that ensures parity, transparency, and consistency

The Purpose of this Role:-

To lead the Council's Landlord Services function including asset management, commercial investments, property management (maintenance, repair, improvement, compliance), property construction (capital project design and construction) and office services.

This role will hold responsibility for delivering the Council's asset management strategy including all property, operational and investment objectives, all whilst ensuring social and financial returns are maximised.

Expectation and Outcomes of this Role:-

The successful post holder will be expected to be a Chartered Surveyor with a proven professional background, strong negotiation skills, programme management and commercial experience.

You will be expected to have values aligned to that of the Council's, have strong coaching and mentoring skills, and be an effective team player to ensure you maximise potential.

The post holder will need to be motivated and able to lead a department focused on delivering a high level of service within the context of reduced resources and sometimes conflicting priorities. All team members will be expected to uphold and exhibit Monmouthshire County Council's values.

Your responsibilities are to:-

- To lead, establish and promote Landlord Services across all Directorates, ensuring asset management contributes to and supports the strategic aims of the Council.
- Lead officer responsibility for the Asset Management Strategy, its development, implementation and ongoing performance reporting.
- To promote, monitor and maintain the Asset Management Plan according to best practice guidance and ensuring that it aligns to Asset Management Strategy and corporate/service priorities.
- Hold responsibility for the Landlord Services Management Team, including staff matters and key decisions around recruitment, budgeting and procurement.
- Main point of contact for Cabinet/councillors in responding to enquiries relating to Landlord Services.
- Attendance at Full Council, Cabinet and Scrutiny Meetings as required.
- To lead the Asset Management function, ensuring that key objectives are met and appropriate advice and guidance on property management is provided to Members and officers.
- Lead officer responsibility for the implementation and upgrade of core Landlord Services information systems, which will serve to strengthen the Council's compliance arrangements and risk management approach.
- Responsibility for ensuring Landlord Services are meeting the needs of the services they support and in the delivery of the Council's policy objectives and strategic priorities.
- Lead development projects on behalf of Monmouthshire County Council, including major refurbishment programmes or strategic property partnership opportunities.
- Provide a quality 'client led' service on building construction projects and programmes.
- Provide expert advice on all matters relating to Property Management, asset management, building development and facilities services.
- Be a committed and enthusiastic leader of the service and Landlord Services management team.

- Identify income or capital generating opportunities to deliver a net benefit to the Council and its communities.
- To manage the service with responsibility for our commercial and investment portfolio, including acquiring assets, reviewing and advising on business cases, acquired commercial investments, options appraisals and implementing effective estate management regimes that maximise revenue generation.
- To ensure that continuous improvement is achieved in the utilisation of the Council's operational assets, ensuring they remain fit for purpose and legislatively compliant, undertaking accommodation reviews to identify opportunities for rationalisation, and developing and implementing appropriate performance management systems.
- To maintain an awareness of developments in best practice and legislation in the management of property assets, introducing revised plans and procedures as appropriate.
- Manage the provision of a comprehensive valuation service to the Council and its partners, including management of the Council's cyclical asset valuations.
- Maintain a fixed Asset Register and liaise with the Head of Finance to provide valuation advice in accordance with CIPFA and RICS requirements.
- To manage assigned income and expenditure budgets - ensuring forecasts are accurate and funds are appropriately allocated, spending is cost effective and planned budget is adhered to.
- To build a strong working relationship with Gwent Police and other clients, ensuring that we provide an efficient and compliant service in accordance with the MOU and agreed financial parameters.
- To develop and implement a framework to undertake effective resource planning, aligning available resources with work programmes and identifying opportunities for savings or highlighting areas of conflicting pressures.
- To manage and oversee the department with responsibility for all new build, refurbishment, minor works or any other projects that are, ensuring that they are delivered within agreed funding envelopes and programme timescales.
- Commission and manage work load and projects on behalf of clients (internal & external) to demonstrate best value, ensuring compliance with standing orders but also recommending and implementing innovative methods of commissioning e.g. partnering negotiated contracts etc. where desirable.
- To ensure that the Design Team has the appropriate tools and resources to undertake agreed work programmes.
- To effectively manage capital and revenue budgets, ensuring that all schemes are fully costed and client approval is obtained prior to commencement of work programmes.
- Support schools in developing capital investment options and work alongside external technical advisers and local authority colleagues.
- Lead the property and technical aspects in resolving any performance management issues with staff and contractors, contractual or legislative breaches, financial performance, defects management and issues raised by the school or other stakeholders. This may involve but is not limited to the

preparation and giving of evidence at legal proceedings, staff disciplinarys, HSE investigations and internal investigations.

- Manage the resources of the Property Maintenance Section distributing and delegating work to staff and securing additional resources as necessary to provide and prioritise services to customer's demands whilst ensuring that the Section maintains a sustainable trading position.
- Approving and managing overtime and standby duty information, and preparing monthly and annual returns.
- Monitoring the performance of the appointed contractors, addressing performance or contractual issues.
- To manage the department to provide technical advice, support and guidance on all design related issues to Members, staff, Gwent Police or any other external clients.
- To establish and promote Landlord Services across all Directorates.
- To identify opportunities and solutions to promote and progress the Councils carbon neutral policies
- To communicate and lead in the development of a performance and customer-focussed culture where work processes, staff attitudes, IT solutions and management approaches combine to maximise positive outcomes for the customer and minimise complaints.
- To establish deliver and innovate any new proposals to enhance the service.
- To ensure that you comply with and maintain the professional standards of the RICS and any other relevant professional body.
- To undertake any other duty as may be required by Monmouthshire that is compatible with the level and remit of this post.
- Abide by the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.
- Implement and monitor property related Health and Safety policy and practice to make sure staff and customers enjoy a safe environment.

Here's what we can provide you with:-

- Supportive and flexible line management from the Deputy Chief Executive and Strategic Director for Resources;
- Ongoing leadership mentoring, coaching and support.
- A motivated and enthusiastic team driven to achieve the best results for the Council and its local communities.
- Full support of the Council as a valued Leader and colleague, with collaborative working to achieve excellent outcomes. Pooling resources and accessing internal expertise where possible; and
- A pleasant and flexible working environment with an ability and freedom to work on an agile basis (in line with service needs).
- The tools to do your job.
- The opportunity to develop Welsh language skills.

What else you need to know.....Our Values:

Our purpose is underpinned by a clear sense of who we are as an organisation. We expect people who work with us to share a strong value set and expect that these are evident in the ways in which we work and engage with our communities.

Teamwork: We will work with you and our partners to support and inspire everyone to get involved. We will make the best of the ideas, and resources available to make sure we do the things that most positively impact our people and places.

Openness: We are open and honest. People have the chance to be involved and tell us what matters.

Flexibility: We are flexible, enabling delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Fairness: We provide opportunities for people and communities to thrive. We will always try to treat everyone fairly and consistently.

Kindness: We will show kindness to all those we work with, putting the importance of relationships and the connections we have with one another at the heart of all interactions.

This role will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

REQUIREMENTS	WEIGHTING Essential, desirable	HOW TESTED
1. Education / Qualifications / Knowledge		
A RICS or equivalent professional qualification	Essential	Application Form
A registered Valuer or working towards these qualifications	Essential	Application Form
A knowledge of effective leadership and management techniques including financial, people and project management	Essential	Application Form, Interview
A degree qualification or equivalent in Valuation and Estate Management.	Desirable	Application Form
An appropriate management qualification to demonstrate commitment to personal Development	Desirable	Application Form
2. Experience		
Management		
Current knowledge and understanding of relevant public sector legislation and regulative framework;	Essential	Application Form, Interview
Demonstrable experience of strategy formation and delivery;	Essential	Application Form, Interview
Experience operating in a political environment at a senior level, including member engagement, and attendance at executive, `scrutiny and Council meetings;	Essential	Application Form, Interview
Experience of successfully managing complex projects, in accordance with a formal project management approach;	Essential	Application Form, Interview
Experience of outcome planning, monitoring and evaluation services, against agreed performance measures and analysing data to assess impact;	Essential	Application Form, Interview
Experience of dealing effectively with complex situations, where emotions may be running high;	Essential	Interview
Experience of presenting difficult messages, whilst upholding the reputation of the Service Area and the Council;	Essential	Interview
Experience in service design,	Essential	Application Form,

procurement of supplies and services and robust contract management to ensure procurement outcomes were delivered;		Interview	
Experience of managing and operating a commercial portfolio;	Essential	Application Interview	Form,
Experience of managing, anticipating, processing and monitoring expenditure against budget;	Essential	Application Interview	Form,
An ability to quickly establish positive working relationships and networks with representatives from a range of external agencies and/or organisations;	Essential	Application Interview	Form,
3. Communication / Interpersonal Skills			
Able to create and communicate a vision and inspire others to share in it	Essential	Application Interview	Form,
An excellent team leader and player with demonstrable experience.	Essential	Application Interview	Form,
Excellent communication and people skills with the ability to effectively convey complex information at all levels, verbally and in writing;	Essential	Application Interview	Form,
Thinks quickly and flexibly and shows adaptive leadership in responding to a changing environment;	Essential	Interview	
Identifies and exploits opportunities to gain additional resources from a wide range of external sources;	Essential	Application Interview	Form,
Proven ability to take ideas from conception through to implementation;	Essential	Interview	
Is able to identify opportunities for change and improvement and identify the right strategy and methodology to turn the idea into reality;	Essential	Interview	
Hold a strong customer focus and commitment to delivering high quality services.	Essential	Application Interview	Form,
A focus on delivery and an ability to work independently but also to work in a team, galvanising people to develop and deliver shared purpose and common aims.	Essential	Application Interview	Form,
4. Personal Attributes, Aptitude and Skills			
Excellent leadership and interpersonal skills, emotional intelligence and self-awareness.	Essential	Interview	
A non-judgemental attitude, compassion and the ability to emphasise with people's	Essential	Application Interview	Form,

life experiences;		
Conversant with a range of computer packages and an appetite for digital opportunities and improvements.	Essential	Application Form, Interview
An ability to influence, negotiate and reach consensus to achieve innovative, productive and measurable solutions	Essential	Application Form, Interview
Focussed on delivery with an ability to work independently but also to lead and work in a team, galvanising people to develop and deliver shared purpose and common aims.	Essential	Application Form, Interview
An ability to be self-disciplined and set priorities, manage progress and work within competing deadlines.	Essential	Application Form, Interview
Hold a current driving licence and have access to a vehicle for work purposes, if required.	Essential	Application Form
Welsh speaking - You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council.	Desirable	Application Form, Interview
Demonstrates an absolute commitment to equality and embraces diversity, including undertaking appropriate awareness training as needed.	Essential	Application Form, Interview

**Should you require any further information regarding this post please contact:
Peter Davies, Deputy Chief Executive, Statutory Director for Resources**

Tel: 01633 644294 / 07398 954828

Email: peterdavies@monmouthshire.gov.uk

Closing Date:

WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1

Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc. 	<ul style="list-style-type: none"> Can pronounce place names and personal names correctly. Can greet individuals face to face or over the phone. Can open and close a conversation or open and close a meeting. 	<ul style="list-style-type: none"> Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms. 	<ul style="list-style-type: none"> Can open and close an e-mail or letter. Can write personal names, place names, job titles. Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.

LEVEL 2

Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general. Can understand when people ask you do something. 	<ul style="list-style-type: none"> Can communicate simple information or ask common questions, e.g. to acquire information from an individual. Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh. Can hold a short conversation with an individual or exchange relatively straightforward information. 	<ul style="list-style-type: none"> Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message. 	<ul style="list-style-type: none"> Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting. Can write a short letter or e-mail to arrange an appointment.

	<ul style="list-style-type: none"> • Can contribute to a meeting, but need to revert to English for specialist terms. 		
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LEVEL 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> • Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. • Can understand a discussion at a meeting if the subject is familiar. • Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> • Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. • Can hold a conversation with an individual or exchanging relatively straightforward information. • Can contribute to a meeting but need to revert to English for specialist terms. • Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> • Can understand most e-mail messages or letters concerning day to day work. • Can guess the meaning of a word based on context if the subject is familiar. • Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> • Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. • Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.

LEVEL 4

Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

UNDERSTANDING	SPEAKING	READING	WRITING
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<ul style="list-style-type: none"> • Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. 	<ul style="list-style-type: none"> • Can contribute effectively to internal and external meetings in a work context. • Can converse comfortably with individuals and exchange information as required. • Can argue for and against a specific case. • Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> • Can read most correspondence and scan long texts to find details. • Can understand most newspaper articles and reports with the aid of a dictionary. • Can understand texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> • Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.
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LEVEL 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> • Can follow all conversations and discussions with individuals or colleagues. • Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> • Can express yourself fully in detail, even when discussing complex issues. • Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> • Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. • Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> • Can write reports in a clear style appropriate to the reader with the support of electronic language aids. • Can write formal or informal Welsh as required. • Can write a range of documents accurately and with confidence.