

## **MEDWAY COUNCIL - JOB PROFILE**

<b>DESIGNATION</b>	<b>Head of Valuation and Asset Management</b>
<b>DIRECTORATE</b>	<b>Regeneration, Culture &amp; Environment</b>
<b>DEPARTMENT</b>	<b>Regeneration</b>
<b>RESPONSIBLE TO</b>	<b>Assistant Director Regeneration</b>
<b>JOB FAMILY/LEVEL</b>	<b>Corporate Core / Level 1</b>
<b>GRADE</b>	<b>Service Manager</b>

### **1. MAIN PURPOSE OF JOB**

Lead, manage and coordinate Medway Council's valuation and asset management department which is responsible for the management of the councils' general fund property assets. Act as the council's principal lead for property, managing the council's estate, acquisitions and disposals and championing the targets set within the property asset management strategy including the disposal and rationalisation programme. Develop a holistic & creative approach to the review of its remaining properties and land holdings thereby financially supporting the Council with the approach to the local government reorganisation during 2027/28.

Provide inclusive and empowering leadership to foster a high-performance culture, supporting and developing staff to achieve their potential. Influence service development through strategic partnerships, networking, and benchmarking, while creating robust performance frameworks and quality standards. Engage stakeholders and operate collaboratively across agencies, to ensure integrated service delivery, build trust, and accelerate achievement of shared objectives, all while demonstrating political awareness and responsiveness to emerging priorities.

Support strategic stakeholder engagement and collaboration to advance the [One Medway Council Plan](#) whilst promoting our [values and behaviours](#) across the organisation

### **Accountabilities & Outcomes**

Provide strategic leadership of the commercial property portfolio to maximise financial performance and long-term asset value, aligning investment, optimisation, repurposing and disposal decisions with organisational, operational and place-making objectives to deliver improved returns, reduced voids and a resilient pipeline of value-enhancing opportunities.

Lead valuation governance and financial assurance across the commercial portfolio, overseeing annual and interim valuations in line with the RICS Red Book, accounting standards, and audit requirements, and establishing clear policies, assumptions, quality assurance, and reporting to ensure timely, audit-ready valuations and accurate financial reporting.

Provide clear, inclusive, and empowering leadership to develop and sustain a high-performing professional team through coaching, performance management, professional development, workload management, and succession planning, thereby building capability, resilience, accountability, and reduced turnover while role-modelling organisational values.

Be accountable for the delivery of service plans, programmes, and outcomes, monitoring and evaluating performance against agreed objectives and indicators to drive continuous improvement and provide evidence-based assurance of service effectiveness.

Direct income generation and tenant management, including rent reviews, lease renewals, lettings, lease re-gearing, and arrears management, applying consistent commercial and deal-governance policies to improve rental income, strengthen WAULT, reduce risk, accelerate transactions, and maintain a viable tenant base.

Collaborating with Capital Works and Facilities Management to ensure statutory, regulatory and health and safety compliance across the portfolio, leading ESG, EPC improvement, energy efficiency and net-zero programmes to mitigate legal, financial and reputational risk.

Sponsor and coordinate development and regeneration activity, overseeing feasibility work, investment appraisals, business cases, and proposals for redevelopment, acquisitions, and disposals to support regeneration and portfolio optimisation objectives.

Maintain a single, accurate source of property intelligence, ensuring robust records, dashboards, and reporting across leases, valuations, compliance, condition, performance, and finance to support transparent decision-making, governance, audit, and financial planning.

Take full accountability for financial management within the service area, managing budgets and resources in line with financial regulations and value-for-money principles to support long-term sustainability.

Engage collaboratively across the organisation and with external advisors, working closely with Finance, Legal, Regeneration, Audit, and senior leaders, and managing valuers, agents, and legal partners to ensure quality, consistency, value for money, and efficient governance and approvals.

Deputise for the Assistant Director and provide strategic leadership to drive service performance and transformation, ensuring continuity, stability, and delivery of corporate priorities.

Champion strategic stakeholder engagement to advance the [One Medway Council Plan](#) ensuring our [values and behaviours](#) are consistently modelled and embedded across all levels of the organisation.

Demonstrate a sound understanding of the national and local political priorities for the service and organisation as a whole to ensure services remain responsive to changing political landscapes and maintain stakeholder confidence.

At manager's discretion, other activities may be assigned that fit the job description.

## **2. Key Corporate Accountabilities**

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

## **3. PERSON SPECIFICATION**

### **Qualifications**

Essential

- RICS Professional qualification and considerable relevant experience.

Desirable

- Degree level education

## **4. KNOWLEDGE, SKILLS & EXPERIENCE**

The role requires strong professional knowledge of commercial property portfolio management, including asset optimisation, income generation, leasing, acquisitions and disposals, together with a detailed understanding of valuation governance, RICS Red Book requirements, accounting standards, and audit assurance processes. The postholder must operate confidently within local-authority governance, statutory and regulatory frameworks, with sound knowledge of landlord and tenant law, financial regulations, procurement and decision-making routes. A working understanding of ESG, EPC/MEES compliance, energy efficiency and net-zero delivery, regeneration and development viability, investment appraisal, and the political and organisational context of local government is essential.

The role demands strong strategic leadership and commercial judgement, with the ability to maximise asset performance and long-term value while balancing commercial outcomes with public-sector accountability. The postholder must be able to lead valuation assurance and financial reporting, drive income generation and portfolio performance, manage risk, and translate strategy into clear service plans, KPIs and measurable outcomes. Effective people leadership skills are required, including coaching, performance management, workforce planning and succession development. The role also requires excellent stakeholder engagement, influencing and negotiation skills, alongside the ability to communicate clearly and credibly with senior officers, elected members, auditors and external partners.

Significant senior-level experience is required in managing large, complex commercial property portfolios, leading valuation processes through audit scrutiny, delivering income growth and performance improvement, and sponsoring development, regeneration, acquisition and disposal projects. Experience of working within a local-government or similarly regulated environment, leading multi-disciplinary teams, managing budgets and service performance, and deputising at Assistant Director or equivalent level is essential.

## **5. COMPETENCES**

### **Strategic vision**

Contributes to the ongoing development and achievement of the strategic vision for the service.

### **Organisational insight**

Has an extensive understanding of the service, its activities and policies and the market/external comparators for it

Informs and engages with elected members

### **Inspirational leadership**

Shows strong leadership, promoting equality and integrity.

Encourages creativity, innovation and improvement

Influences decision makers to facilitate progress and achievement of objectives

### **Stakeholder management**

Builds sound, productive working relationships with colleagues, partners and

employees.

Seeks opportunities for partnership working that will benefit the service area

Communicates clearly both orally and in writing, adapting style to suit different needs

### **Service effectiveness**

Develops resource plans to meet service requirements drawing up realistic budgets and using information effectively.

Manages programmes and projects, assessing and dealing with risks

Develops a strong service culture, developing, managing and measuring service plan objectives

### **Leading change**

Is proactive in instigating change

Makes decisions and solves problems and solves problems within limits of authority, to enable progress

Embeds change, supporting wider council initiatives

### **Team engagement**

Ensure that individuals and teams have targets/objectives and development plans, linked to service goals.

Builds a motivated, engaged team

## **6. ORGANISATION**

### **(i) ORGANISATION CHART**

*Attach a copy of the Service organisation chart – include the whole service.*

**(ii)** The post holder reports directly to the Assistant Director, Regeneration

**(iii)** The Head of Service is required to exercise a high level of professional independence and accountability, routinely making complex decisions and recommendations for which responsibility rests with the postholder. Acting as the Council's senior property expert, the role applies autonomous professional judgement within statutory, regulatory and governance frameworks, ensuring all valuations and related advice comply with the RICS Red Book and relevant legislation. Decisions relating to complex valuations, asset disposals, acquisitions, leasing arrangements and portfolio optimisation are made independently, informed by robust evidence and specialist advice where required, with full consideration of impacts on people, property, finance, budgets, policies and organisational objectives inside and outside the authority.

The postholder leads the strategic and operational property function with initiative, developing long-term asset strategy, anticipating market and regulatory change, and driving innovation through service improvement, digital enhancement and process efficiency. Independence is further demonstrated through autonomous management of work programmes, resources, performance and workforce capability, the provision of clear and objective advice to senior leaders and elected members, and the confidence to challenge assumptions to protect the organisation's financial and operational interests. The role also exercises commercial independence through the development and scrutiny of

business cases, identification of income generation and cost reduction opportunities, oversight of statutory and regulatory compliance, and authoritative representation of the Council with external partners, underpinned by strong governance, transparency and audit readiness.

- (iv) The post holder has full responsibility for the supervision and management of employees and others for whose work the postholder can be considered directly accountable and the qualitative aspects of supervision and management of staff. This includes all aspects of supervision and management, including, the dispersal of staff, deputising, contract/non-direct staff, flexible or variable working arrangements etc
- (v) The post holder is required to brief the Leader of the Council, their Portfolio Holder and other Cabinet Members and on progress and on issues and opportunities arising with their work programme.

The post holder is required to brief, advise and seek advice from other Heads of Service, specialist officers, Assistant Directors and Directors as required on progress with and issues and opportunities arising with their work programme.

- (vi) The postholder is responsible overall for the valuation and asset management of the Council's general fund properties and will be quite often the first point of contact with tenants unhappy with the service's decisions and other members of the public in connection with those properties. The post holder is supported in this by their senior valuation surveyors, data manager and financial support officer.

## **7. PHYSICAL DEMANDS**

There are no physical demands related to this role. However, the postholder is expected to, when needed, work long hours and to travel.

## **8. WORK DEMANDS**

The post holder must address multiple and complex deadlines, including managing frequent and sudden demands for changes between work, communication problems, and the resolution of conflicting resource needs and priorities on the work of the post holder. They must be able to prioritise theirs and their colleague's mental health when pressures of work are at their limits.

## **9. RESPONSIBILITY FOR PHYSICAL RESOURCES**

*Consider the personal and identifiable accountability for physical resources including those of clients.*

*This could include the handling and the security, safekeeping, proper use and/or repair and maintenance of the resources.*

*Include the extent of the responsibility*

## **10. WORKING CONDITIONS**

There are no specific physical risks to health and general wellbeing. All site visits must be well planned and include the use of PPE as required.