

Job Description

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| Post title | Business Property Director |
| JE Reference No | N10225 |
| Grade | 16 |
| Service | Regeneration, Economy & Growth |
| Service Area | Economic Development – Business Durham |
| Reporting to | Business Durham Managing Director |
| Location | Your normal place of work will be Salvus House, Aykley Heads, Durham but you may be required to work at any Council workplace within County Durham. |

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| DBS | This post is not subject to a disclosure. |
| Flexitime | This post is eligible for flexitime. |
| Politically restricted | This post is designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| Contract | Permanent |

Description of role

The postholder is required to lead the effective performance of the business sites and premises owned by the County Council and managed by Business Durham, in order to maximise income and occupancy, and support business growth. This includes responsibility for NETPark, the County's science park, as well as a portfolio of industrial units and offices across the County.

The postholder will lead the identification and development of opportunities to acquire or develop additional business space to support business and economic growth in the County, working closely with colleagues across the Regeneration Economy and Growth Directorate, and with private sector developers as appropriate.

Duties and responsibilities

- Leading the effective and efficient management of business properties owned and operated by the County Council, including management, control and budgetary and financial responsibility, together with developing and implementing quality systems and monitoring and managing the performance of services and employees.
- Setting clear objectives and targets for County Council business sites and premises development and management, including establishing appropriate plans and projects that will increase the level and quality of business sites and premises within and across County Durham.
- Leading the identification, planning and implementation of proposals for the direct development or acquisition of business sites and property, where appropriate to support business and economic growth.
- Maintaining knowledge of business site and premises provision, initiatives, best practice and opportunities for consideration, taking responsibility for ongoing review of business sites and premises within County Durham, including public and private sector provision.
- Taking lead responsibility for ensuring that tenant services are properly planned and reviewed in consideration of economic development requirements and value for money considerations, including establishing and regularly reviewing the required service content and associated service standards, costs and charges.
- Leading the regular monitoring of site management and maintenance standards for the portfolio of business properties, ensuring effective arrangements are in place.
- Taking lead responsibility for ensuring that processes and arrangements are in place for expediting appropriate site and property disposals, leases or licences, including ensuring that relevant documents and terms are reviewed and renewed as appropriate, working closely with the Council's Corporate Property and Land service and Legal Service.
- Leading Business Durham's approach to handling direct or referred property development enquiries from potential tenants/purchasers, ensuring that appropriate advice and information is provided, proper assessments are conducted, and that arrangements are in place for securing structured feedback from occupiers on opportunities and constraints relating to the County Council's business sites portfolio.
- Participating in, and where appropriate leading on, internal and external teams dealing with major projects, investment enquiries or business rescues.
- Establishing and building strong relationships with the key organisations involved in supporting business sites and premises development regionally and nationally, including NELEP, government bodies, private sector developers and agents, and representing Business Durham and Durham County Council interests at stakeholder meetings and events.
- Managing and monitoring income and expenditure against budgets which fall within the post holder's responsibility, and monitoring the expenditure in terms of value for money, business creation/development, job creation and economic impact.
- Ensuring tenant contact information is maintained and updated within the Business Durham Customer Relationship Management system, including gathering, sharing and recording economic intelligence which will inform policy making.
- Supporting the Business Durham Managing Director in the corporate management of the service, deputising for the Managing Director as necessary, agreeing operational targets and implementing the agreed strategy for Business Durham.

- Undertaking any such duties as may reasonably be required commensurate with the level of responsibility and competence of the post.

Organisational responsibilities

- **Values and behaviours**

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

- **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

- **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

- **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council's Health and Safety policy and procedures.

- **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

- **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

- **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

- **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

- **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

- **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and

leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

- **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person specification

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> • A Degree or equivalent qualification in a relevant business-related discipline, and/or be able to demonstrate extensive relevant experience. | <ul style="list-style-type: none"> • Chartered professional / membership of relevant professional body • Project management qualification. |
| Experience | <ul style="list-style-type: none"> • Significant recent experience of managing business property services within an economic development environment. • Significant recent experience in developing capital proposals and implementation/ project management of capital projects to provide new business sites and premises. • Experience of business case development and securing external funding for capital projects • Experience in promoting and letting business space to achieve economic development objectives, including design and management of tenant services. • Experience of monitoring and appraising business sites and premises provision and performance. • Experience and understanding of the economic development and business support landscape in the North East, especially in relation to business property. • Experience in budgetary and financial management and monitoring. • Experience of leading teams. • Experience of strategy development | |
| Skills & Knowledge | <ul style="list-style-type: none"> • Knowledge of business property operations and able to recognise key issues, identify problems, and to find and implement solutions • Knowledge of issues and requirements relating to the letting of property and the provision of services to tenants. • Knowledge of issues and requirements relating to the management and maintenance of business sites and premises. • Awareness of the commercial property market in County Durham and understanding of property market drivers and constraints in relation to the attainment of economic development objectives. • Understanding of company finance and investment. • Able to initiate, follow up and deliver projects. | <ul style="list-style-type: none"> • Knowledge of the economy & geography of County Durham including business sectors and supply chains. • Knowledge of business strategy development and implementation. • IT / keyboard skills, especially Word, PowerPoint, Excel, and ability to use e-mail, internet and databases. |

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| | <ul style="list-style-type: none"> • Highly developed effective interpersonal communication skills. • High level of networking and negotiation skills. • Excellent presentation and report writing skills. • Able to work to deadlines with minimal supervision. • Commitment to the provision of a high quality service with a positive attitude towards Customer Care. | |
| Personal Qualities | <ul style="list-style-type: none"> • Able to establish excellent stakeholder relationships and communicate effectively with a wide range of partners. • Able to build relations and establish trust; the postholder needs to be credible to tenants and stakeholders by virtue of knowledge, experience and presentational skills. • Able to exercise good judgement and be trusted to deal appropriately with commercially sensitive and confidential information • Able to balance tenant needs as well as the needs of key stakeholders, and handle difficult tenants with unrealistic expectations. • Confident in making and justifying decisions. • Able to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion. • Willingness to undertake flexible working arrangements to meet service and project requirements. • Performance oriented, i.e. motivated by a desire to achieve performance targets and deliver a high quality service. • Committed to the importance of staff motivation and development. • Able to travel to and from various sites within the County and occasionally further afield. | <ul style="list-style-type: none"> • Ongoing commitment to Continuous Professional Development (CPD) and sector networking. |