

Service Document Standard Form:

Role Profile

Property Manager

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Property Manager
Grade:	Scale M
Service area:	Finance and Assets
Responsible to:	Director of Finance and Assets

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

- To lead the Property and Facilities Management Teams to ensure all operational imperatives are met
- To lead the drive in business change and develop the procedures necessary to ensure services are maintained at most cost effective outcomes
- To lead in the tendering and procurement of all property related services to meet the needs of the Service and in line with the current approved property strategy
- Determine the Property and Facilities Management strategies at regular intervals including plans of action to meet objectives
- Determine performance standards for the property service and set goals in relation to meeting those standards
- To lead the work in property collaboration with external partners to achieve joint outcomes beneficial to all parties
- To manage vendors, suppliers and third parties involved in all aspects of supply of property and facilities management services
- To set and manage the programme of planned maintenance, reactive maintenance, and capital projects including new build and major refurbishments
- To set and manage the programme for purchasing, storage, servicing and repairs of all property related equipment

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct):

2025-26

- Direct – Property/Facilities Management Expenditure Budget – £1.9m
- Direct – Property Income Budget - £275k
- Direct – Capital Programme - £7.4m

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Staff responsibilities (direct or non-direct):

- Direct – 1 x Facilities Manager, 1 x Property Administrator
- Indirect – 2 x Facilities Operatives, Reception/Admin Team (1.8 FTE), 1 x Cleaning Supervisor, 1 x Cleaner

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

Lead the Property and Facilities Management Teams to ensure all operational imperatives are met

- Ensure all service activity is aligned to delivering the latest Community Risk Management Plan (CRMP)
- Act as the communications interface between Members of the Authority, senior management, and staff for all property and facilities management related activity
- Develop new or update existing property and facilities management procedures as are required to meet Service objectives
- Prepare committee reports, policy guidance and related documentation on behalf of the Service and deputise for the Director of Finance & Assets as required
- Liaise with Members and attend such Authority meetings as are required to both present and talk through reports
- To support and contribute to internal and external audits; service development; reviews and the management of risk
- Represent the Service on regional and national issues relating to estates management
- Structure and manage the Property and Facilities Management teams in order to provide optimum levels of service within budget

Lead the drive in business change and develop the procedures necessary to ensure services are maintained at most cost effective outcomes

- Where appropriate, oversee and manage the outsourcing of specific functions or tasks within the Service to realise performance and value for money and achieve the required outcomes for the Service
- Lead change reviews and projects for property and facilities management services to take them forward into the future
- Re-engineer internal business processes and associated staff training where required
- Work with Service Delivery to drive change within property and facilities management services to meet CRMP outcomes
- Ensure reviews of quality of contracted work take place to assist future procurement decisions
- Work with the Property and Facilities Management teams to develop changed ways of working

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- g) Create a working climate that ensures staff are empowered to initiate change for the benefit of the Service
- h) Use the annual staff review process to develop staff to their full potential

Lead in the tendering and procurement of property related services to meet the needs of the Service, in line with the current property strategy.

- a) To lead in the procurement of all property related purchases and associated equipment
- b) Be responsible for the specification as well as the related tendering processes, ensuring all procedural and legal requirements are complied with
- c) Ensure proper liaison with the procurement team to procure best possible quality of services within available resources
- d) Lead in determining compliant tender outcomes

Determine the property and facilities management strategies at regular intervals including plans of action to meet objectives

- a) Develop strategies that contribute to the development or attainment of the CRMP and the Corporate Business Plan
- b) Advise the Senior Management Board and Members on the development of strategy, policy and processes to achieve the Services strategic aims in relation to property and facilities management
- c) Determine through the respective strategies how and when objectives are to be achieved within a clear timetable
- d) Deliver the property and facilities management strategy objectives within agreed timetable
- e) Determine the Service's business continuity plan as directed by the Chief Fire Officer/ CEO to ensure delivery of the property and facilities management service

Determine performance standards for the property service and set goals in relation to meeting those standards, to include

- a) Participation in the Services performance management processes by determining those KPI's that will be utilised and monitored through the current performance management system
- b) Manage the performance and development of the Facilities Supervisor
- c) Ensure the Property and Facilities Management functions operate to the most appropriate industry performance standards to enhance service delivery
- d) Ensure provision of performance monitoring for any Service contracts
- e) Monitor and manage performance through regular performance appraisal

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Lead the work in property collaboration with external partners to achieve joint outcomes beneficial to all parties

- a) Initiate and participate in collaborative work with such partners as are appropriate in order to realise the full range of benefits that may accrue from such joint working
- b) Provide a business case for any collaborative work to either the senior management or Authority as required that clearly sets out the benefit and strategic goals achieved
- c) Take the lead in advising which collaborative projects should or should not be pursued

Manage vendors, suppliers and third parties involved in all aspects of supply of services relating to property

- a) Oversee the management of contractual arrangements for supply of property services
- b) Serve as liaison point for vendors, suppliers and third parties contracted to deliver property or equipment products and services as part of revenue or capital programmed works
- c) Manage the service schedules of vendors, suppliers, or third parties and ensure they are aligned to CRMP requirements
- d) Ensure relationships are established where required with the appropriate operational staff to enable major building works to be commissioned with minimal disruption

Set and manage the programme of servicing and repairs of Service property assets

- a) Prepare and monitor a repair and maintenance plan for all the Service property assets ensuring all proper health and safety checks and proper scheduled levels of servicing / repairs are achieved
- b) Ensure necessary repairs are prioritised and carried out as quickly and effectively as possible
- c) Monitor and advise the Service on changes and application of all property related legislation and guidance notes including advising on any policy changes required as a result of changes in legislation
- d) To prepare, agree and be responsible for all budgets related to property and to manage those budgets effectively using the budget management process.
- e) Liaise with other services relating to property issues
- f) Responsible for all aspects of property and facilities management health and safety, ensuring all legal requirements are met
- g) Sign off approval of property invoices as appropriate

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To set and manage the programme for purchasing, storage, servicing and repairs of all property related equipment including management system(s)

- a) Lead and support as necessary the continued development of any property management system(s). Such systems to provide performance indicators, value for money and positive outcomes in service delivery
- b) Oversee the management of contractual arrangements for supply of services
- c) Responsible for all aspects of equipment use health and safety, ensuring all legal requirements are met
- d) To prepare, agree and be responsible for all equipment related budgets and to manage those budgets effectively using the budget management process
- e) Sign off approval of equipment invoices

DECISION MAKING:

Make decisions:

- The post holder will make the decisions on all day-to-day property and facilities management issues. This will include any spend within designated budgets and the proper allocation of staff resources to cover issues arising
- Health and safety factors will be a key consideration for the post holder in coming to a view about any actions required
- Budget allocations for all property and facilities management services
- Types of equipment required to carry out works effectively
- Work priorities in relation to health, safety, weatherproofing, staff needs
- Major projects – day to day decisions to ensure critical path sustainability, day to day liaison with contractor and professional services, value engineering decisions, moving budget between work categories

Other examples:

- Acceptable levels of quality and workmanship
- Appropriate training / refresher courses and trade shows etc. required to be attended in order to keep up with continuous professional development

Significant say in decisions:

- Strategic direction on all property and facilities management matters
- Acquisition and disposal decisions
- Capital Programme priorities

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CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

At all levels across the organisation up to and including Chief Fire Officer/CEO and Members

Most frequent contact will be with senior management across the Service. This is necessary to ensure good two-way communications on all aspects of property and facilities management issues. Close ties with Station Commanders is also vital.

Close Member liaison will be expected including informal working with appropriate portfolio holders for property and attendance at meetings of the Authority to both advise Members and talk through reports as appropriate

External:

- Builders
- Suppliers
- Professional Services and Consultants
- Other Fire Authorities – in respect of collaboration
- Security Companies (Tracking/CCTV) – for maintaining sound property security
- Management System suppliers (i.e. Redkite, Oakleaf for document locker)

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required

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- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Professional qualification (e.g. RICS), relevant degree, or equivalent experience
- IOSH (or post-holder must be willing to undertake IOSH training upon appointment)
- Full driving licence

Experience:

- Extensive experience in property related management including building, electrical and mechanical trades.
- Practical application of technical knowledge
- Managing budgets
- Setting and monitoring departmental KPIs
- Working at senior management level in the Fire Service or equivalent with evidence of team working, empowerment and performance management
- Working with asset management IT packages such as Redkite
- Preparing service statistical returns
- Negotiating contracts in excess of £100,000
- Managing a tendering process from start to finish
- Practical application of procurement regulations
- Outsourcing areas of business, ensuring value for money and quality of service is maintained
- Working with other public service bodies to capitalise on shared working or shared project opportunities

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Skills & Knowledge:

- Customer relationship management
- Ability to evaluate quality of work carried out both internally and externally
- Ability to provide feedback to work carried out
- Commercial awareness
- Ability to use technical expertise to make decisions
- Confident communicator at senior level
- Ability to manage and develop all level of staff
- Able to use Asset Management IT applications, Microsoft Office packages, Financial Management Systems
- Ability to work to time sensitive deadlines with attention to detail
- Numerate
- Commitment to achieving value for money for the public purse
- Flexible attitude to work
- Openness to change and proactively seeks to improve it
- Able to prioritise tasks
- Analytical and problem solving skills including capacity to review and implement approved changes
- Politically/organisationally aware- recognises the potential political impact and implications of actions from a strategic perspective
- The ability to write and present complex proposals to a range of audiences and stakeholders
- Good communication and presentation skills including ability to influence others in order to achieve objectives
- Ability to determine requirements and priorities and to facilitate the achievement of agreed objectives within tight timeframes
- Understand and manage a busy property and facilities management function and to guide and collaborate with a range of staff of varying capabilities
- Good technical knowledge and experience
- Maintains up to date knowledge of relevant legislative information
- Health and Safety requirements applying to both internal works and external contractors works
- Awareness of Health and Safety risk assessments and audits
- Knowledge of appropriate supplier bases

REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- NEBOSH

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Experience:

- Some experience with a Local Authority, Blue Light or Fire and Rescue Service.

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.