

Job Title	Associate Director
Division/Location	NPS – Valuation and Estates Management / Exeter
Reporting to	Director
Weekly Hours	37
Grade/Salary	Competitive

Job Description
The Role:
The Associate Director will be responsible for supporting senior management in managing property professional and technical staff specialising in property management and the provision of the valuation and estates management service.
Main Responsibilities:
<ul style="list-style-type: none"> • Providing inspirational leadership, management, and direction in a manner consistent with the Group values. Ensure the effective day to day management and provide robust performance management of the team. • Working in conjunction with all clients developing, implementing, and monitoring property strategies in accordance with the client's corporate plans. • Liaising with clients in support of Estate & Asset Management initiatives. • Monitoring the income and expenditure of the team. • Continually striving for best practice. • Providing proactive and responsive strategic advice to clients on all property issues. • Ensuring the valuation team business plan and financial targets are achieved. • Meeting business growth targets. • Ensuring effective managing and resourcing of work. • Effectively maintaining existing client relationships. • Responsible for identifying new business opportunities. • Contributing to the achievement of business plan objectives and targets. • Traveling to other offices and sites as required. • Inspiring a culture of excellence and continuous improvement, ensuring the delivery of demonstrable high-quality products and services which embrace quality standards.
Other Duties
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by the line manager, including:
<ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Bachelor's Degree or equivalent in an estates related discipline.	Essential	AF
	Professional Chartered membership of the Royal Institution of Chartered Surveyors (RICS) .	Essential	AF
	RICS Registered Valuer .	Essential	AF/I
	Member of the Association of Chief Estates Surveyors (ACES), or willing to become a member .	Desirable	AF/I
	Member of the Compulsory Purchase Association, or willing to become a member .	Desirable	AF/I
	Familiarity with Public Sector property management .	Desirable	AF/I
Experience	Extensive experience in a similar related role .	Essential	AF/I
	Previous Management experience.	Essential	AF/I
	Competent and experienced in most aspects of general practice estates surveying including but not limited to; landlord and tenant work, negotiated and compulsory acquisitions, valuations, planning & development and sales and letting.	Desirable	AF/I
Skills/Abilities	Excellent numerical, written and verbal communication skills with a strong working knowledge of Microsoft Office Excel, Word, Outlook, PowerPoint.	Essential	AF/I
	Articulate communicator, confident liaising with decision makers at all levels with strong networking and negotiating skills.	Essential	AF/I
	Able to deliver exceptional customer service in a business partnership model, building trust and integrity in the delivery of services.	Essential	AF/I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role.	Essential	AF
	Advanced DBS clearance .	Essential	AF/I

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General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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