



JOB PROFILE

Post Title:	Crown Estates Manager
Portfolio:	Economic Development Portfolio
Responsible to:	Head of Property
Responsible for:	Crown Estates Officer, Land Registry Officer
Grade:	F

Job Purpose

To improve the lives of all within our community and help the island thrive by ensuring sustainable economic growth by making Crown property available for residential and investment opportunity in accordance with the Property Purchase and Disposal Policy 2024, and enabling timely disposal through effective customer focused processes.

Responsible for the day to day operations and service delivery of the Crown Estates Team.

Main Duties and Responsibilities

1. Be proactive in identifying and rationalising Crown land and Buildings for disposal and updating the Property Disposal Register.
2. Lead on the development of a 5 year rolling Property Disposal Plan, identifying property for residential and commercial purposes, referencing the tenure, term, permitted use/possible use, plot layout and value of each disposal – in each case exercising a fiduciary duty to the Crown.
3. Responsible for preparing marketing plans and sales packs relevant to each property (to include property information and where possible concepts of future use) for advertising.
4. Be the lead on the adoption of a commercial approach to lease renewal or impending expiry, and as the case may be negotiate and/or recommend new lease terms to the Head of Property for renewal or inclusion on the Property Disposal Plan.
5. Implement and publish clear customer focused processes and/or guidelines for the permitted methods of property disposal, ensuring policy compliance, oversight and good governance principles are adhered to.
6. Be responsible for ensuring that all applications and decisions affecting Crown property that is not on the Property Disposal Register or Plan (i.e. self-identification, easements, encroachments and processes under the Registered Land Ordinance) are recorded, and dealt with in a timely manner, and where appropriate recommendations to dispose are made to the Head of Property.



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7. Responsible for analysing the local property market trends and report annually to the Head of Property, recommending changes to “in house” market values where applicable.
8. Actively track service costs and review all fees and charges for services provided by Crown Estates annually, and on a full cost recovery basis.
9. Have oversight of the performance and delivery of all contracts for services to Crown property ensuring Procurement Regulations have been applied and value for money is achieved.
10. Have oversight of public/customer concerns relating to Crown property ensuring that they are properly recorded and dealt with in an appropriate and timely manner.
11. Assist in drafting policy affecting the Crown property in line with Portfolio Objectives and Government Priorities.
12. To attend Ministers Advisory Board and Executive/Legislative Council Meetings on Crown property matters when the Head of Property is absent.
13. Be proactive in developing and maintaining a working knowledge of international best practice, advances and issues affecting real estate and asset management, and where appropriate seek to implement changes to improve local practise and service delivery.
14. Prepare monthly budget forecast and annual budget submissions for the service area.
15. Have an awareness of people management activities, such as absence management, managing conduct, and conflict resolution, conducting appraisals etc. and completing Manager Self Service (HR21) processes as required.
16. Provide leadership, management and development support to team members to perform their roles competently and achieve team objectives.
17. Contribute and report on performance in meeting the Portfolio's Key Performance Indicators and Internal Performance Indicators.

Special Conditions

Site visits and inspections required.

Site visits can involve challenging terrain and weather conditions particularly in emergency situations. Dealing with difficult and/or irate customers

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
Planning & Delivery of Work: Ensures appropriate resources and levels of capability are available to deliver to plan. Promote and enforce appropriate organisational rules and procedures and lead by example in managing business relationships.	iv
Analysis and use of Information: Interprets complex written information. Assesses the validity, relevance and limitations of different sources of evidence and generates a range of options and appraises them based on evidence available.	iv
Decision Making: Clarifies high complex and disparate information to inform decision making, while also facilitating others to take creative decisions and generate solutions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving including significant long-term implications these may have on the organisation.	iv
Working with Others: Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Creates an environment which will enable delivery of shared policy outcomes.	iv
Communication: Varies language and content by explaining and using examples to ensure understanding of audience. Highlights key points for summary from detailed and complex documents.	iv
Influencing and Persuading: Recognises and anticipates the needs of senior managers and government officials and influences to maintain a balance between individual motives and directorate requirements, and ensures strategies to support a diverse workforce are implemented. Varies style of communication to have maximum impact on audience and presents unpopular messages confidently.	iv
Dealing with Change: Presents the business need for change and encourages and enables employees to contribute to and focus on the positive aspects of change as well as anticipate any obstacles.	iv
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	iv
Managing Resources: Gains respect and credibility from team members through effective delegation, coaching and development.	iv



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Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Bachelor Degree in Housing, Law, Real Estate or equivalent level of demonstrable attainment or experience	E	√	
Business Management and IT Qualification	E	√	
Project or Programme management qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Valid Driver's Licence, Class A	E	√	
Knowledge & Experience:			
Extensive experience in a management role	E	√	√
Extensive knowledge and experience in Property or Estate Management, Leasehold Management or Facilities Management.	E	√	√
Experience in policy development and implementation	E	√	√
Experience in valuation or valuation methodology	D	√	
Knowledge of local property context	D	√	
Experience in a frontline customer facing role	E	√	√
Experience of analysing and interpreting information to develop solutions or solve problems	E	√	√
Experience of budgets and dealing with financial accountability and procurement systems (preferably in a public sector environment)	E	√	
Experience in managing projects and working with contractors	D	√	√
Knowledge and experience in coaching and leadership	E	√	√
Skills and Abilities:			
Able to implement and give effect to policy and governance processes	E	√	√
Good understanding of the fiduciary duty to be exercised when disposing of Crown property	E	√	√
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	√	√
Good understanding of confidentiality and an ability to safely handle confidential and sensitive information.	E		√
The ability to define and use analytics to support decision making particularly in property market prices	E		√



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and trends			
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Strong interpersonal skills including motivational, negotiating, influencing and relationship building	E		√
Excellent time management and planning and organisation skills	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Other:			
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable