

Commercial Properties Manager

Commercial Services – Commercial Properties

Overview	
Role Purpose	To lead, manage and motivate a team to deliver a professional and compliant commercial property management service and other aspects of the Commercial Properties (CP) business.
Responsible for	<ul style="list-style-type: none"> Meeting all key financial and service KPI's, business plan objectives and budget targets while ensuring value for money and securing maximum returns for CP portfolio Managing, coaching and developing a team made up of Commercial Properties Officers and Department Coordinator to provide an effective, commercial property management service. Build effective commercial relationships with internal and external stakeholders, customers, contractors and suppliers. Compliance in all aspects of commercial property management, including policies and procedures. Responsible to ensure all new lettings, lease renewals and rent reviews are completed and take responsibility for all rent and service charges billing and collection. Delivery of all aspects of a comprehensive commercial property management service for NHG's internal and external clients
Reports to	Head of Commercial Properties
Line management	<ul style="list-style-type: none"> Commercial Properties Officers Department Coordinator
Date	April 2021

Role relationships	
Internal	Executive Board, Development & New Business, NHHO (Sales & Marketing, Delivery and Leasehold), Folio London, PRH, Temporary Housing, Finance, Office Services, Regeneration & Assets, ICT, HR, BID, Communications
External	Stakeholders (Landlord's & Tenants), agents, surveyors, solicitors, suppliers/contractors, local authorities and other professionals

Role accountabilities

Role accountabilities

Leadership and Management

- As a member of the Commercial Properties management team you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission and values.
- Lead, manage and support your team in line with NHG's management behaviours in order to get the best out of your staff and deliver agreed plans, KPIs and service standards.
- Report to the Head of Commercial Properties and Commercial Director as required on all aspects of business activities within relevant remit (plans, budgets, KPIs, outcomes, risks).
- Establish and maintain a culture of service improvement, promoting collaborative approaches and supporting staff to deliver change projects (with consideration for value for money) to meet developing and evolving customer needs.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective strategic relationships with relevant stakeholders (selling/letting agents, managing agents, solicitors and other external partners).
- Be a strong client for key internal partners and central teams (Development & New Business, Finance and NHH residential teams) analysing and providing strategic recommendations on projects to maximise returns from the commercial portfolio
- Agree meaningful performance measures with your team to raise their performance against an agreed set of KPIs (inline with the Commercial Properties Business Plan); establish and maintain effective performance management and monitoring systems. Manage poor performance swiftly and fairly.
- Act as the point of escalation for your team in respect of complex or sensitive issues. Troubleshoot appropriately and put in place a targeted plan to address issues with the right stakeholders. Oversee the resolution of these issues and embed learning and new practises within everyday management. Where necessary, appropriately escalate of flag concerns through the correct channels.

Service Improvement

- Ensure your team is effectively integrated in line with the Business Plan for Commercial Properties developed by the Commercial Director.
- Support staff through the change ensuring appropriate training and knowledge sharing is provided.
- Build good relationships and work closely with the other businesses and key departments including Customer Service Centre (CSC), Leasehold, Folio, Housing, Sales, Business Support, Delivery, Development, Assets, Finance, BID and HR ensuring an improved service provision is embedded with the culture of the organisation and a seamless service for commercial customers is offered.
- Ensure Workwise, Ensemble, Re-leased and further digital enhancements are effectively rolled out to staff and customers under your remit. Effectively feed into further iterations and future enhancements to ensure staff and customers have the option of an increasingly automated experience.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving business and customer needs.
- Lead and co-ordinate review of commercial service charge budgets across all

Role accountabilities

mixed tenure schemes, ensuring compliance to enable recovery from our commercial customers

Commercial Properties

- Work with the Head of Commercial Properties and Commercial Director in developing a 5 year business and financial plan together with action plan and risk map. Putting the appropriate strategies in place to deliver the business plan objectives
- Strategically manage, oversee and ensure the team mitigate holding costs of our land bank sites including developing and implementing meanwhile use strategies with future development uses in mind. Develop strategies prioritising NHG's development considerations to enable timely vacant possession for redevelopment are to be implemented.
- You will oversee and ensure the team let and sell commercial units in existing and new build properties, developing and implementing strategies that compliment our residential uses whilst maximising value of the commercial assets. You will lead and own complex sites and schemes and develop exit strategies as required.
- Embed a culture within the team that ensures our properties are managed to a high standard, with commercial customers receiving a professional, compliant and property management service.
- Responsible for ensuring the team effectively manages building works including cyclical and structural works, repair and maintenance programmes, together with complex tenant fit-outs ensuring the appropriate legal documentation is in place. You will be responsible for strategically balancing the needs of both residential and commercial customers with those of the business
- Assist Head of Commercial Properties in preparation and management of the CP budget to deliver business plan objectives which delivers cost, income and profit targets
- Responsible for ensuring the team meets all financial and service KPI's through monitoring arrears, collection rates, property inspections and effective strategic void management
- Research and keep abreast of trends to adapt and strategically evolve the business service to meet market requirements across all tenure types, to strategically attract and retain tenants with a view to maintaining and increasing the profitability and value of commercial properties
- Strategically manage the portfolio adding value through active asset management, seeking out further income and value adding opportunities from the CP portfolio
- Provide high quality monthly business reports which is to include market research analysis and data together with reporting on all performance indicators
- Ensure any antisocial behaviour issues and complaints are dealt with appropriately and quickly within set time frames and NHG policies & procedures
- Ensure the team is fully compliant with all relevant legislation and regulations, including Landlord & Tenant Act 1954 and other relevant legislation.
- Take the lead ensuring the team manages invoicing and payments, contractors and suppliers to deliver a service that is cost effective and provides value for money
- Develop, review and update CPs policies and procedures as required

Role accountabilities

- Lead on all complaints and escalations. Ensure all complainants have access to an independent point of contact through the complaints process, that the complaints process is followed and that all complaint responses and reviews are of a high quality.
- Ensure the team works effectively with other teams and departments, so that the service to other tenures is enhanced through the work that we do. This to include regular liaison and support of Housing Officers, Property Management Officers and Housing Managers.
- Proactively feed into and develop suitable requirements for procurement exercises and ensure contracts and changes to ways of working are adopted within your team effectively.
- Work with the Head of Commercial Properties and Commercial Director in developing a 5 year business and financial plan together with action plan and risk map. Putting the appropriate strategies in place to deliver the business plan objectives

Commercial Services

- Represent the Commercial Services Directorate at cross-departmental meetings
- Deputise for the Head of Commercial Properties/Commercial Director as required.

General

- Ensure you and your team follow the financial regulations, policies and procedures at NHG.
- Ensure that you and your team follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you and your team undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
Management	<ul style="list-style-type: none"> Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> Experience at management level of working in a commercially focused property environment. Excellent communication skills including report and presentation writing to senior management level, and ability to represent the organisation effectively with external parties. Experience of delivering excellent customer services that meet individual needs and performance requirements. Experience of project management and business improvement in a complex service delivery environment. Experience and/or knowledge of commercial property legislation, including landlord and tenant and associated property management regulations. Thorough understanding of the development and commercial letting/sales process and evidence of successful negotiation and leading on complex commercial transactions.

Role profile

	<ul style="list-style-type: none"> • Experience of setting and managing budgets. • Experience of building and developing strategic relationships with customers, partners and stakeholders for the benefit of the business and to continually improve service. • Experience of developing and managing relationships with contractors and suppliers, managing agents and other property professionals.
Skills	<ul style="list-style-type: none"> • Excellent communication skills including report and presentation writing to management level, and ability to represent the organisation effectively with external parties. • Effective IT skills including intermediate MS Office skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Degree level qualification (desirable) • MRICS or working towards achieving MRICS (desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • TBC