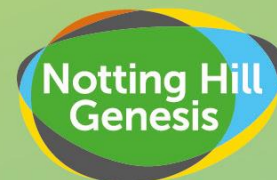


Commercial Properties Manager



Working better together
for our residents

> Operations > Places and Estates

What's it all about

Notting Hill Genesis (NHG) is one of London's leading housing associations and is on an exciting journey to create better places and communities where people can thrive for the long term.

As the Commercial Properties Manager, you will play a key role in shaping the ground floor and other commercial spaces within our places and on our estates.

You will lead, manage and motivate a team to deliver a professional and compliant commercial property management service and other aspects of the Commercial Properties business.

How you'll make a difference

Meet all key financial and service KPI's, business plan objectives and budget targets while ensuring value for money and securing maximum returns for the commercial portfolio

Manage, coach and develop a team made up of Commercial Properties Officers and a Department Coordinator to provide an effective, commercial property management service.

Build effective commercial relationships with internal and external stakeholders, customers, contractors and suppliers.

Ensure compliance in all aspects of commercial property management, including policies and procedures.

Responsible for all rent and service charge billing and collection and to ensure all new lettings, lease renewals and rent reviews are completed in a timely manner.

Delivery of all aspects of a comprehensive commercial property management service for NHG's internal and external clients.

Report to the Head of Communities and Commercial Properties (and the Managing Director of Places and Estates and executive board as needed) on all aspects of business activities within Commercial Properties

(objectives, budgets, risks, opportunities and performance goals).

Establish and maintain a trusting and collaborative culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.

Manage and support your team in line with our management behaviours to get the best out of your staff.

Represent Notting Hill Genesis externally, developing and maintaining our reputation and building effective strategic relationships with relevant stakeholders.

Build a positive culture for all colleagues putting customer and place at the centre of everything we do.

Ensure core elements of service delivery are conducted in compliance with legislation.

How you'll do it

You will oversee and ensure the team let and sell commercial units in existing and new build properties, developing and implementing strategies that complement our residential uses whilst maximising value of the commercial assets.

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 meets all financial and service KPI's through monitoring arrears, collection rates, property inspections and effective strategic void management.

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 Communities and Commercial Properties in preparation and management of the CP budget to deliver business plan objectives which delivers cost, income and profit targets.

Work with the Senior Management Team to develop a 5-year business and financial plan together with a risk map. Putting the appropriate strategies in place to deliver the business plan objectives.

Agree meaningful performance measures with your team to raise their performance against an agreed set of KPIs; 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 or flag concerns through the correct channels.

Be a strong client for key internal partners and central teams; analysing and providing strategic recommendations on projects to maximise returns from the commercial portfolio.

Ensure new systems and processes 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.

Lead and co-ordinate review of commercial service charge budgets and process across all mixed tenure schemes, ensuring compliance to enable recovery from our commercial customers

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

Develop, review and update team policies and procedures as required.

Deputise for the Head of Communities and Commercial Properties as required.

Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

Hybrid arrangements – at least two days in an office working with others.

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

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership.

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 and sales process and evidence of successful negotiation and leading on complex commercial transactions.

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.

MRICS or working towards achieving MRICS (desirable).