

Commercial Properties Officer

> Places and Estates > Communities and Commercial Properties

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.

Our commercial portfolio is more than just ground-floor units, it is a vital part of creating vibrant, inclusive places where people can thrive. We manage and curate workspaces, retail units, and community facilities that activate our estates, foster local enterprise, and support wellbeing.

Our ambition is that these spaces serve the needs of local communities, creating economic value and local jobs while complementing residential uses. We develop and deliver innovative, sector-leading commercial strategies that balance placemaking priorities with commercial viability.

How you'll make a difference

As a member of the Commercial Properties Team, you will play a key role in shaping the ground floor and other commercial spaces within our places and on our estates. You will deliver a professional and compliant commercial property management service that contributes to delivering a significant surplus back into the wider business.

You will:

- Enhance social impact by supporting local businesses, social enterprises, and community-led initiatives.
- Drive financial sustainability by managing assets effectively to reinvest into housing and community programmes.
- Champion inclusivity and sustainability, making spaces accessible, diverse, and environmentally responsible.
- Create partnerships that matter with local authorities, businesses, and third-sector organisations.
- Foster a sense of place and belonging through listening and responding to residents' priorities.

How you'll do it

- Ensure our properties are managed to a high standard, with commercial customers receiving a professional, compliant and property management service.
- Meet all financial and service KPI's through monitoring arrears, collection rates, property inspections and effective strategic void management.
- Build effective commercial relationships with internal and external stakeholders, customers, contractors and suppliers.
- Ensure compliance in all aspects of commercial property management, including Health and Safety, Building and Fire Safety regulations.
- 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.
- Provide an excellent professional and personal landlord service to all commercial tenants (existing and perspective) in accordance with policies and procedures.
- Develop and maintain meticulous records of all scheme details, property, customer contact, lease and tenancy information on our systems to ensure a full audit trail exists and key information is available to ensure continuity of service during periods of leave.
- Review supplier contracts regularly, identifying opportunities to reduce costs and improve performance and efficiency.
- Ensure utility metering across common and demised areas is accurate and technically sound.
- Read, review and understand lease and documents, ensuring occupier compliance with obligations and expectations including maintenance, licence to assign, change of use, wayleaves, alterations and applications from



occupiers in accordance with the relevant legislative guidance.

- Strategic review of due diligence information in preparation for acquisitions, purchases and sales.
- Formulate action plans for all ongoing tenant issues to deliver an excellent service.
- Carry out regular inspections and complete inspection reports where required.
- Explore and implement ways of providing social value from the commercial property portfolio.
- Manage the mitigation of business rates liabilities, and payments of business rates demands.
- Manage commercial property building insurance calculation and recharging.
- Ensure properties are maintained in good condition by inspecting, diagnosing, ordering and managing necessary repairs. Seek appropriate support and advice from surveyors and specialist contractors where necessary to resolve complex repair issues.
- Ensure commercial units in existing and new build properties are let or sold, developing and implementing strategies that complement our residential uses whilst maximising value of the commercial assets.
- Effectively manage building works including cyclical and structural works, repair and maintenance programmes, together with complex tenant fit outs liaising with surveyors, contractors and other professionals as required ensuring works are complete to standard and all necessary documentation is received.
- Review commercial service charge budgets and process across all mixed tenure schemes, ensuring compliance to enable recovery from our commercial customers.
- Effectively manage income and expenditure, being accountable for the expenditure for all properties, flagging potential high spends/overspends to management.
- Work with the management team to formulate a long-term budget and commercial strategy.
- Manage all payments to suppliers, including raising purchase orders, receipting all completed works/services .
- Seek to add value through active asset management, seeking out further income and value adding opportunities.
- Support initiatives that integrate commercial spaces into thriving communities.
- Promote creative and cultural uses where appropriate.
- 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 a week in our schemes, and at least two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.
- 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 staff level.

Essential knowledge, experience and skills including qualifications and professional membership

- Degree or equivalent experience in property management, real estate, or related field.
- Professional membership (e.g., RICS) desirable but not essential.
- Experience of working in both professional commercial and residential management within housing or mixed-use environments.
- 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 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.
- Experience and/or knowledge of commercial property legislation, including landlord and tenant and associated property management regulations.
- Intermediate IT and systems skills including Microsoft office