

# Regional Estates Manager – Northwest & Yorkshire

<b>Contract:</b>	Permanent
<b>Full Time / Part Time:</b>	Full Time
<b>Hours:</b>	35 Hours Monday – Friday 9:00am – 5:00pm
<b>Department:</b>	Property Management - Evolve
<b>Location:</b>	Woolshops Shopping Centre, Halifax, HX1 1RU
<b>Salary:</b>	Negotiable

## **Purpose:**

Over and above day to day Centre Management functions on your own site, you will take managerial responsibility for a cluster of regional shopping centres / unmanned retail sites with a view to maximising value for the owners, stakeholders, local communities and retailers.

You will report into the relevant National Manager of Property Management and work alongside Centre Manager colleagues to develop their skill sets whilst providing them with clear and defined ways to learn on the job.

## **Key Responsibilities:**

### **Optimising commercial success**

- Driving commercialisation and local independent lettings.
- Reducing overheads and operational expenditure.
- Maximising its media exposure and profile of schemes.
- Obtaining grant funding from local Councils.
- Maintaining excellent levels of customer service and operational standards.

### **Corporate responsibilities**

- Reporting to the National Manager - Property Management you will be responsible for day-to-day management of a regional team of Centre Managers / site staff / contract staff.
- Development of Centre Managers core skill sets: operational team management, service charge management, stakeholder management, PR / media engagement.
- Working with the Asset Manager on unmanned sites to develop strategies to unlock leasing, development and other income producing opportunities.
- Working with the inhouse PR and Marketing team to optimise each sites market position to the wider public.
- Develop and understand business linkages, by having a broad and deep understanding of the retail and property industry – undertake continued reading / professional development in this area.
- Understand the reasons for organisational behaviour and address underlying problems or opportunities affecting the business.

## **Operational responsibilities**

- Working with the NM-PM, to undertake the full property and facilities management duties across a defined region of unmanned sites.
- Development of business plans of managed sites and working with CM's on other sites.
- Act as the first point of contact for tenants and residents on facilities management and property management matters.
- Ensure services provided on site meet the high standards each Centre / scheme expects by the Company and provide exceptional value for money. Managing contractor performance and delivery of agreed service level specifications.
- Ensure and maintain full statutory and regulatory compliance – H&S, FRA, Asbestos, etc.
- Full management of managed service charges and oversight of Centre Manager's service charge budgets on other sites. This will include but not be limited to setting of annual budgets, yearend reconciliations and monitoring of expenditure through the service charge year.
- Periodic reporting of service charge expenditure, flagging potential overspends against budget and keeping expenditure within budget.
- On own sites be responsible for the delivery of fabric maintenance and supervise the fabric condition other manned sites alongside CM's.
- Monitor and review all operational policies and procedures as required.
- Continues to drive cost saving exercises (including working practices) and drive operational efficiencies that can be implemented across the other sites including hard and soft services.
- Work with the NM-PM and Asset Management team to deliver assistance to lease events and changes in tenancy.
- Review tenant shop fitting plans and proposals and provide feedback to NM-PM and Asset Managers.
- Proactively seek out sustainability initiatives that will benefit properties under management and take steps to reduce waste and energy consumption.
- Liaise with insurance brokers and loss adjusters in relation to claims and assisting in the administration of policy renewals.
- Review and approval of invoices related to the assets under management for service charge and non-recoverable costs.
- Site inspections and reporting on condition of properties.
- Assistance with viewings for leasing of vacant units.

## **Personal Responsibilities**

- Maintain a full professional understanding of facilities management best practice.
- Seek out areas of professional development within relevant fields of study.
- Maintain and obtain suitable qualifications relevant to your role and responsibilities.

## **Person Specification:**

- Experience within the facilities management sector or a service driven environment.
- Experience of supporting delivery & management of fabric and M&E projects.
- Proven ability to understand and analyse data and create/recommend solutions to problems.
- Constantly updating knowledge of legislation and statutory compliance relating to property management.
- Understand the principles of contract law.
- Apply the principles of service charge management to ensure compliance with all regulatory and procedural requirements.
- Understanding of Marketing and Business Plans for Shopping Centre's.
- Able to use IT software such as Word, Excel, and databases.

## **Qualifications / Training:**

- Full Clean UK Driving Licence.
- Robust knowledge of HSE law, practices and qualified to IOSH Managing Safely standard.
- Ideally qualified to HNC/HND level.