**Job Description – Shopping Centre Manager - Leatherhead**

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| Job Title | Shopping Centre Manager |
| **Company** | Estama Management Limited |
| **Location** | Leatherhead |
| **Line Manager** | Property Management  |
| **Essential Duties & Responsibilities** | Key ResponsibilitiesPeople* Conduct regular performance reviews with the team, to include setting and reviewing of objectives. Where relevant, ensure the performance management process is implemented effectively in a timely manner.
* Identify and implement plans to ensure the development of the team, including succession planning and training activities.
* Coach the team to enable them to maximise their performance and be empowered to take ownership for decision making.
* Ensure the team are fully engaged with the Centre’s business plan and strategic direction, implementing plans to improve employee engagement as appropriate.
* Ensure adherence to Company policies, processes and procedures across the Centre.

Commercial * Develop successful working relationships with key stakeholders, notably the Client(s), to ensure a productive and effective working partnership. To pro-actively develop a network of contacts, to include key stakeholders, local authorities and partners.
* Regularly monitor, evaluate and report on the performance of the Centre through key performance indicators, including turnover, occupier trading performance, footfall, void rates, non-rental revenue generation etc.
* Contribute to letting strategy/tenant mix strategy and facilitate enquiries from prospective occupiers.
* Support in the management, preparation and reconciliation of the service charge including preparing and reconciling the service charge budget and expenditure reports.
* Authorise invoices for payment in a timely manner and in accordance with company policy.
* Maintain awareness of occupier arrears and the performance of independent traders, and contribute to credit control management as required.
* Identify and implement opportunities to enable the Centre to provide a superior service to occupiers e.g. consistent and visible level of occupier liaison.
* Identify new business opportunities/channels within the marketplace to ensure an increase in the commercial performance of the Centre. To ensure that the Centre is continually improving through innovation and maintains its position at the forefront of the UK shopping centre industry.
* Oversee the delivery of an agreed marketing strategy.
* Encourage maximum positive local press and media coverage through the management of good press relations and acting as the local spokesperson, as required.
* Maintain awareness, influence, monitor and report on City Centre management issues, activities and initiatives that may affect the Centre.
* Participate in and influence local community matters for the benefit of the Centre through local chambers of trade and other relevant bodies. Inform surveying colleagues of any matters regarding the local/regional economy, transportation and planning issues that may affect the performance and capital value of the Centre.
* Regularly monitor and report on competition activity within the catchment area affecting the Centre including reviewing any significant planning applications submitted to the local planning authority.
* Ensure surveying colleagues are promptly informed of all tenant applications to include assignment, subletting and tenant alterations. To ensure that the latter are carried out in accordance with the consent granted and the Centre’s retail design guide, as appropriate.

Customer Service & Quality * Work in partnership with service providers to ensure KPI’s are met, standards of presentation are maintained and service improvements are implemented as appropriate.
* Ensure records are maintained relating to the Centre; e.g. asset register, plans, plant testing, etc., and that any action which may be required is promptly undertaken.
* To produce regular reports to surveying colleagues as required.
* To monitor major work programmes, Planned Preventative Maintenance Programme (PPM), and any capital investment initiatives within the Centre, to ensure successful and timely completion.
* Develop and foster a “partnership” approach and maintain regular liaison with occupiers, both formally and informally, through both tenant and merchant association meetings in order to drive sales, optimise performance and ensure feedback on tenant performance is provided.
* To attend meetings with stakeholders, occasionally out of regular working hours.
* Ensure occupier welcome packs and guides are produced, maintained and distributed as appropriate. This should include shop fit out design, operational issues and centre rules and regulations to all new occupiers, assignees, sub-lessees etc.
* Through the provision of high standards of customer facilities, services and bespoke initiatives, promote customer loyalty by exceeding customer expectations, encouraging repeat visits and increasing customer dwell time and spend.

Compliance* Take ownership for the management of all statutory compliance/risk on site, including the maintenance of records and the Meridian system.
* Maintain up to date knowledge and awareness of market practices and legislation affecting centre management, adopting a proactive approach to changing statute and environmental legislation.
* Ensure regular property inspections to tenant demised areas are conducted to ensure compliance with lease covenants and statutory obligations, and that all concerns are reported where relevant to surveying colleagues.
* Devise and implement an appropriate strategy to ensure compliance with Estama’s sustainability standards.
* Maintain and review as necessary, the Centre Disaster Recovery and Major Incident Management Plan, ensuring occupiers and team are fully briefed on evacuation and emergency procedures and, in the event of a major incident occurring, to comply with relevant internal procedures.
* To adhere to all Estama policies and procedures at all times.
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| **Skills & Competencies** | * Confident, proactive, resourceful and self-motivated
* Strong IT skills
* Good communication skills for dealing with internal and external colleagues and partners.
* Good written language skills for client reporting.
* Strong attention to detail for system and data management
* Industry knowledge in the procurement of utilities and service agreements.
* Experience in contractor management
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| **Experience** | * Previous experience in management of shopping centres or similar real estate role
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| **Qualifications** | Preferred but not essential: * Diploma in Shopping Centre Management
* IOSH Managing Safely Certificate
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