

# JOB DESCRIPTION

Estama UK Limited

<b>Job Title</b>	Associate / Property Manager
<b>Company</b>	Estama (UK) Limited
<b>Location</b>	London
<b>Line Manager</b>	Head of Property Management
<b>Working Hours</b>	Full-time, 37.5 hours per week, with travel to managed properties across the national portfolio as required
<b>Number of Subordinates</b>	Direct: on-site management teams and junior surveyors / support roles across the managed portfolio
<b>Job Summary / Goals</b>	To lead the day-to-day management of a national portfolio of multi-let commercial properties, focused predominantly on shopping centres. Responsible for health & safety, service charge and budget management, lease and client relationship management, contract tendering, and the delivery of marketing, business rates mitigation and ESG strategies; while line-managing and developing on-site teams to deliver accurate, high-quality, deadline-driven client reporting.
<b>Essential Duties &amp; Responsibilities</b>	<p>The following forms a summary of the expected duties of the Senior Surveyor / Property Manager:</p> <ul style="list-style-type: none"> <li>• Day-to-day management of a national portfolio, focused predominantly on shopping centres</li> <li>• Manage health &amp; safety across the managed portfolio</li> <li>• Maintain a strong awareness of financial management for service charges and budgeting on multi-let properties</li> <li>• Work with and liaise with Property Accounts on all elements of property accounting</li> <li>• Provide lease management advice and manage tenants within the confines of their leases to maximise tenant satisfaction</li> <li>• Manage all aspects of client reporting, ensuring accurate, high-quality information is issued to clients within strict contract deadlines</li> <li>• Collaborate effectively with internal surveyors, on-site staff and external surveyors</li> <li>• Drive improvements in profitability and efficiency across the portfolio</li> <li>• Manage single- and multi-site tendering of contracts</li> <li>• Maintain focus and drive within the retail industry, especially shopping centres</li> <li>• Oversee and deliver an effective strategy for the management of marketing and commercialisation across the managed portfolio</li> <li>• Oversee the management and delivery of an effective business rates mitigation strategy</li> <li>• Manage and reduce insurance risks and claims</li> <li>• Manage client relationships</li> <li>• Provide support and guidance to junior team members and support roles</li> <li>• Line-manage on-site teams and junior head office staff, including providing career development plans and advice, and handling staff performance issues and improvement plans</li> <li>• Carry out monthly or quarterly inspections of properties as per the management agreement</li> <li>• Deliver the ESG strategy across the managed portfolio</li> <li>• Provide additional support to the head of property management in the management and monitoring of the wider Estama portfolio's performance</li> <li>• Any other duties from time to time, as reasonably directed by the Head of Property Management</li> </ul>
<b>Key Performance Measures</b>	<ul style="list-style-type: none"> <li>• Full compliance with health &amp; safety policy and statutory obligations across the portfolio</li> <li>• Service charge budgets managed within agreed targets</li> <li>• Accurate, high-quality client reporting delivered within contract deadlines</li> <li>• High tenant and client satisfaction levels</li> <li>• Effective single- and multi-site contract tendering delivering value for money</li> <li>• Progress against marketing, commercialisation and business rates mitigation strategies</li> <li>• Delivery of ESG targets across the managed portfolio</li> <li>• Effective line management and development of on-site teams</li> </ul>
<b>Skills &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Strong IT skills</li> <li>• Good knowledge of the RICS code of practice for service charges</li> <li>• Reasonable knowledge of H&amp;S legislation and statutory requirements for all commercial buildings</li> <li>• Understanding of basic marketing practices</li> <li>• Good communication skills for dealing with internal surveyors, on-site staff and external surveyors</li> <li>• Strong written skills for client reporting</li> <li>• Strong attention to detail for system and data management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in commercial property management</li> <li>• Retail property management experience preferred but not essential</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• MRICS preferred but not essential</li> </ul>

*This job description is intended as a guide and may be subject to change in line with business needs.*