



Coventry City Council

## Job Description

<b>Post:</b>	Property Manager	<b>Job Number:</b>	D2703D
<b>Service:</b>	Commercial Property	<b>Post Number:</b>	
<b>Location:</b>	Floor 10, One Friargate, Coventry	<b>Grade:</b>	6

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

To provide a professional and effective service on all matters relating to the property management of the Commercial Property Portfolio.

Provide professional technical advice to promote best practice with regard to building maintenance and project work in accordance with policy and set procedures.

To develop and maintain positive working relationships with commercial property customers to promote the service.

### Main Duties and Responsibilities:

- To provide a single point of contact for a specified section of the Commercial Property Portfolio, effectively liaising with the Valuation Surveyors, Tenants and Contractors to provide a professional and effective property management service.
2. To provide professional technical advice on all relevant aspects of Property Management adhering to all statutory and legislative requirements.
3. When required, provide an advisory service to the Valuation Surveyors, Contractors or other relevant third parties.
4. Develop and maintain strong Tenant relationships being the first point of contact for day-to-day enquiries and Property Management support.
5. Contribute to the development and implementation of systems, procedures and practices to ensure continuous improvement of quality within the Service.
6. Provide regular reports as requested to the Valuation Surveyors on work programs, general issues and service delivery.
7. To provide accurate budget estimates in order to assist the Commercial Property service with planning and budgeting.
8. Prepare estimates, quotations and preparation of formal tender documents in accordance with the City Council's policy and procedures.

9. Analyze quotations received, making appropriate recommendations, verification of instructions, placement of orders and preparation of formal contract documents in accordance with City Councils policy and procedures.
  10. Instruct external contractors and in-house services, in relation to work requirements, project manage and supervise contractors to ensure:
    - Compliance with contract conditions;
    - Compliance with the City Council's Health & Safety Policy;
    - Acceptable standards of workmanship;
    - Completion of work to a satisfactory standard, as per the quotation received and within a reasonable time frame.
  11. Consider claims for additional work whilst monitoring expenditure against budget and contract value overall.
  12. Monitor effective delivery of the Property Management service to include taking any appropriate action to ensure supplier performance when required.
  13. Procure agreed services and supplies to land and buildings under management in accordance with the Council's procurement policies and procedures ensuring demonstrable value for money to service charge paying tenants.
  14. Interpret lease and other legal agreements to ascertain landlord and tenant responsibilities with appropriate support from Valuation Surveyors.
  15. To fully manage, forecast and approve service charge and sinking funds budgets and works. Conduct accurate budget monitoring and project management of works in consultation with the Valuation Surveyors.
  16. Inspect land and property, identify and order maintenance, repair or other action needed to be implemented by the Council, as landlord or land owner, monitoring contractor performance.
  17. Effectively enforce tenant obligations under maintenance and repair covenants in leases liaising as necessary with Valuation Surveyors and the Council's Legal team.
  18. When required, arrange repossession in accordance with the relevant procedure in place at the time and appearing as a witness in legal proceedings on behalf of the Council when required.
  19. Contribute to the development of a repair and maintenance programme for the Commercial Property Portfolio and major capital works, implementing the agreed programme on time and within budgets.
  20. Communicate with Valuation Surveyors and/ or Management where further technical advice is needed to fulfil property management requirements.
  21. Where relevant, regularly undertake routine inspections of communal areas and void properties that are within the Commercial Property Portfolio. Taking note and action any repairs and maintenance needed. In addition, ensuring adherence to Estate rules in force at the time and statutory compliance such as the Fire Safety Order.
  22. Accurately record and maintain records where required.
  23. When required, attend Traveler evictions, following relevant processes in place at the time.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:**

**Responsible to:** Manager of Commercial Property

**Date Reviewed:** February 2018

**Updated:** July 2021



Coventry City Council

## Person Specification

<b>Post:</b>	Property Manager	<b>Job Number:</b>	D2703D
<b>Service:</b>	Commercial Property	<b>Post Number:</b>	
<b>Location:</b>	Floor 10, One Friargate, Coventry	<b>Grade:</b>	6

Area	Description
------	-------------

<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• A thorough knowledge of services provided through contracts in relation to building maintenance, including all relevant legislation</li></ul>
	<ul style="list-style-type: none"><li>• Development of quality services.</li></ul>
	<ul style="list-style-type: none"><li>• Aware of Customer needs and trends</li></ul>
	<ul style="list-style-type: none"><li>• Awareness and working knowledge of legislation relating to the management of commercial property, to include Health and Safety, CDM, Fire Safety Order, Landlord and Tenant and Disability Discrimination legislation</li></ul>
	<ul style="list-style-type: none"><li>• Understanding and commitment to equal opportunities in the workplace and service delivery.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to carry out work of complex nature with minimum supervision and to identify and implement effective solutions to problems using own initiative.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to listen and speak to customers, colleagues, contractors at all levels and conduct effective negotiation to achieve objectives.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate well developed inter-personal skills to engage with customers, develop and maintain sound, long-term working relationships.</li></ul>
	<ul style="list-style-type: none"><li>• Able to confidently use information technology including word processing, spreadsheet and database software to support effective working practices.</li></ul>
	<ul style="list-style-type: none"><li>• Able to confidently manipulate numeric information to support effective budget monitoring and management.</li></ul>
	<ul style="list-style-type: none"><li>• Able to interpret maps and plans including accurate scaling of dimensions.</li></ul>
	<ul style="list-style-type: none"><li>• Good budgetary control skills, for managing service charges, sinking funds and repair programs etc.</li></ul>
	<ul style="list-style-type: none"><li>• Willingness and ability to respond flexibly to changing priorities and provide an energetic and enthusiastic approach to the work of the organization.</li></ul>
	<ul style="list-style-type: none"><li>• The ability to manage time effectively and independently plan to ensure work is completed within identified timescales.</li></ul>
	<ul style="list-style-type: none"><li>• Able to manage a major personal workload and assist with the development of procedures and working practices.</li></ul>
	<ul style="list-style-type: none"><li>• Able to work as part of a team and guide and advise other staff.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of the management of land and buildings, construction, facilities management or a directly related field.</li> </ul>
	<ul style="list-style-type: none"> <li>• Management and supervision of contractors</li> </ul>
	<ul style="list-style-type: none"> <li>• Customer service, identifying customer requirements, planning and implementing response.</li> </ul>
	<ul style="list-style-type: none"> <li>• Preparation of budget estimates.</li> </ul>
	<ul style="list-style-type: none"> <li>• Building contract administration including obtaining quotations, placing orders, site supervision, project management and settlement of final accounts.</li> </ul>
	<ul style="list-style-type: none"> <li>• Monitoring contractor's performance, quality of workmanship and health &amp; safety requirements on site.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• To hold a relevant technical qualification HNC or above in building or able to demonstrate substantial equivalent experience in construction/building management</li> </ul>
---------------------	--

<b>Special Requirements:</b>	<p>Willingness to attend work outside of normal working hours on occasions.</p> <p>Able to work in outside elements, walk considerable distances and perform tasks of a physical nature.</p> <p>Able to drive and possess a current full driving licence.</p>
------------------------------	---

**Date Reviewed:**

**Updated:**