

Job Description – Senior Surveyor / Associate

Issued to:

Reporting to:

Date:

Job title: Senior Surveyor/Associate Level – Commercial Property Management

Overall objective:

The role involves working closely with the Equity Partner within Property Management and all relevant clients and internal departments. Identifying opportunities for new business is also a key part of the role. You will provide the full range of Property Management services on all commercial property types including industrial, offices, retail, leisure etc.

Key Responsibilities and Duties:

You will need to:

- In conjunction with the Equity Partner oversee the smooth running of the Property Management team and department
- Manage the Facilities Management team.
- Manage a diverse portfolio of properties including liaising with Credit controller, bailiffs when appropriate, reporting to clients, liaising with, and managing the internal Facilities Management team and helping them assess whose responsibility repairs etc are under leases
- Setting service charge budgets, overseeing service charge expenditures and year end reconciliations
- Inspecting properties and common parts to check on tenant compliance with leases and identify repairs issues in common parts
- Identifying and completing Asset Management opportunities to improve client's investment values
- Assist in budgeting and monitoring expenses, with a strong focus on helping the business attain set financial goals within timescales agreed as part of the business development planning process
- Work alongside Partners/Directors and other Associate Directors in developing achievable and measurable financial and service targets both at departmental and company level
- Producing reports to Partner level identifying key performance indicators to ensure achievement of set goals
- Assisting in developing and implementing plans and goals for the commercial property department and the business as a whole.
- Focus on identifying and converting new business opportunities across all areas and specialisms within the business along with constantly striving to increase positive brand awareness

- Undertake employment responsibilities, including working alongside the Partners and HR/Business Manager, contributing to employee performance management and development, including mentoring and appraising employees
- Working alongside the Equity Partners to coordinate and supervise daily operations.
- Write detailed property reports for purposes such as rent reviews/lease renewals, investment potential, valuations
- Manage the large property portfolios for your clients and advise them on the purchase and sale of individual investments
- Processing and assessing tenants' applications to assign, change user, alterations etc.
- Valuing properties by applying expert knowledge and awareness of the local property market
- Take accurate measurements of premises in accordance with RICS Code of Measuring Practice
- Liaising with clients' solicitors on rent arrears assignments to improve client's investment values
- Assessing dilapidation liabilities, serving claims on tenants, and negotiating settlement.
- Arranging the service of Section 25 notices on tenants and negotiating new leases terms
- Dealing with rent review within the portfolios
- Undertake a minimum level of CPD focused on general business activities, specifically relevant to developing management skills and abilities
- To diligently handle all instructions and to maintain comprehensive records for all work undertaken
- To record file notes in a format acceptable to PII insurers and corporate customers including photograph of the subject property, floor plans and other matters as necessary
- To meet our legal requirements under Anti-money Laundering checks and know your customer records
- To be flexible and adaptable and customer focussed

Key Skills:

- Good communication skills, with the ability to compose and explain complex issues concisely to different audiences
- Good interpersonal, dictation and verbal communication skills
- Ability to work under pressure
- Good organisational skills
- Motivated and productive attitude
- Ability to prioritise and undertake a range of tasks with a positive, flexible attitude and willingness to learn
- Strong numeracy skills
- Ability to keep calm under pressure
- Confidence in your own judgement

Other:

Any other duties as required.

Achieve and maintain a high level of customer service and promote exceptional customer care standards at all times.

Compliance:

Be aware and understand the company's compliance policies and procedures and ensure full compliance with those relevant to the role.

Transparency, commission disclosure and conflicts of interest:

- Treating Customers Fairly (TCF)
- General conduct of business and our regulators
- Adhering to RICS regulatory requirements
- Complaints
- Training and Competence

Ensure all relevant business activities fully comply with professional standards, regulation, and company procedures. Use checklists and support documentation as provided by the company to assist with demonstrating compliance.

Conduct learning, training, and assessment exercises in accordance with the individual Training & Competence (T&C) programme applicable to you. Identify further areas for own development as required.

Promote and embed a TCF culture in all respective business areas.

Ensure compliance with all other applicable legislation, including but not limited to, The Bribery Act 2010, The Data Protection Act 1998, and so on. Also, to ensure that all company practices and procedures are followed and adhered to as they may apply from time to time.

Security

Ensure full adherence to the company's Data Security Policy.

Assume personal responsibility for personal data (client and employee) you control/manage, to ensure it is securely held and properly utilised in accordance with the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Report any potential breaches, including weaknesses in current systems, to a Partner.

Qualifications:

- MRICS or FRICS qualified - preferred
- Minimum of 5+ years' post qualification experience within Commercial Property Management
- Facilities Management Qualification and experience – Considered

This job description may be reviewed and subsequently amended to better reflect any changes in the role.