
Job Title: **Properties Manager**
(Fixed Term Contract, Maternity Cover; 10 months)

Reporting to: **Chief Executive Officer**

Current Location: **The Elms, St Mary**

Role Summary:

Based in our office at The Elms, you will be a key member of the Trust's Management Team and will be responsible for the overall letting, repair, maintenance and conservation of the Trust's historic building portfolio, encompassing residential and commercial properties, self-catering, visitor sites, museums, monuments and landmarks. You will ensure that the Trust's properties are managed in accordance with the highest conservation standards and in accordance with compliance and statutory requirements.

Line managing a team of 5 direct reports, the role will be responsible for coordinating and prioritising work schedules for repair works, while ensuring health and safety procedures are followed.

The role will manage all aspects of the rental portfolio including Landlord and Tenant contractual matters including drafting of leases, renewals, condition reports, deposits and rent reviews, and be responsible for the re-letting of properties and coordinate property upgrade works between tenancies as required, while keeping up to date with any legislation in relation to rented dwellings.

Standard working hours are Monday – Friday 8am – 4pm with one hour break.

The post may occasionally require out-of-hours work to accommodate operational requirements.

Key Result Areas:

Line Management

As the Properties Manager you are accountable for leading the Properties Maintenance Team, coordinating work schedules and in accordance with the agreed budgets.

This role includes the management, HR and development of the Team of 5 direct reports which is made up of; Properties Officer, and workshop team; Clerk of Works, Carpenter/Joiner, Painter/Decorator and Properties Operative.

You will also liaise with broader members of The Trusts' team regarding maintenance, repair and restoration of all Trust properties including managers/ house keepers of the visitor sites.

Repair and Maintenance

To manage a cyclical maintenance programme including; the servicing/maintenance for all equipment in the properties and ensure that the appropriate contracts, contractors, external professional advisers and craftsmen are employed for relevant repairs and maintenance checks, crucial to the safe and efficient management of the Trust's portfolio.

To manage property repair projects including the liaison with Planning and working with appointed contractors to prepare planning applications and coordinate works.

To manage the fixed asset register in relation to the equipment in the buildings across the portfolio, ensuring warranties are registered.

To regularly review maintenance and emergency procedures for all tenanted and self-catering properties, appointing maintenance contractors, obtaining equipment manuals, keeping location plans for main services, parking allocation, garden boundaries.

To keep updated, an approved contractors' list, including recording details of their insurance.

To carry out property inspections on a regular and planned basis to ensure the properties are maintained in accordance with lease terms and that all Landlord and Tenant lease obligations are complied with.

To act as the main point of contact for tenants and to deal with queries, maintenance issues and repair requests in a timely, courteous and efficient manner.

Property Management System

To administer and keep updated the property management system (MRI), ensuring building, asset, and maintenance data is updated.

To lead on and manage the financial integration of the Property Management system with QuickBooks.

Record Keeping

To ensure that accurate records are kept on all properties including boundaries, rights of way, wayleave rights, service runs, contracts of sale, comprehensive photographic surveys, historic maintenance and repairs, paint schedules, planning applications, architectural plans, asbestos surveys, listing schedules, archaeology and ecological surveys. All to be administered on the Property Management System.

Rental Portfolio

To deal with all aspects of the rental portfolio residential and commercial; Landlord and Tenant contractual matters including drafting of leases, assignments, renewals, condition reports, deposits and rent reviews.

To manage the re-letting of properties. Ensuring up to date valuations are carried out. Coordinate property upgrade works between tenancies as required.

Ensuring all properties have Landlord Licences and all compliance obligations are met.

To lead on the rental and refurbishment of vacant properties, with the assistance of the in house team and external advisers as required.

Health & Safety

To act as the main Health & Safety Co-ordinator for the Properties maintenance Team, to ensure all identified risks are dealt with in a timely manner across the Trust's built property portfolio and the Trust is fully compliant with legislation.

To maintain a comprehensive list of risk assessments, including site specific risk assessments, and method statements, COSHH and other mandatory records for safe systems of work. To ensure that the necessary procedures and risk assessments are put in place prior to day-to-day works and building projects commence and are regularly reviewed thereafter until project completion. To ensure that the Properties Team have a high awareness of current health and safety procedures and are full compliant in relation to equipment and PPE.

Insurance

To ensure all Trust properties are fully insured, to deal with insurance claims as they arise and to review the sums insured on a cyclical basis in conjunction with appointed QS. To update insurance policies as required throughout the year and reviewed/ amended at each renewal.

To comply with insurance requirements in relation to vacant properties.

Acquisitions/ Bequests

Ensure a smooth transition of new properties into the property portfolio, including scheduling initial site and condition surveys, reviewing listed status and protected features, together with a repair and planned maintenance assessment, allocating budgets, establishing planned use of property.

Stakeholder Relationships

Establish, maintain and develop strong and collaborative relationships with all appropriate stakeholders including tenants, contractors, professional advisers, neighbours, council members, external bodies and members of the public, via effective communication and liaison.

Internal Contacts include Council, CEO, Operations Manager, Marketing Manager, Accounts Manager, Lands Manager, Housekeepers and Properties Team.

Financial Management

Responsible for annual income (in excess of £700,000) and expenditure in line with agreed annual budgets.

To manage the annual properties budget including income and expenditure forecasting and on-going monitoring of costs. Ensure best value and quality through appropriate tendering and management processes.

Optimise rental income and site hire, as well as identifying and delivering new revenue generation opportunities and cost saving opportunities wherever possible.

Review and amend annual Parish Rates returns and ensure that these are completed and invoices paid in a timely manner.

Sign off all property related invoices, and recharges where applicable.

Obtain budgetary approval for unforeseen costs outside of the annual budget.

Reporting

Quarterly Council reports

Media publications

Prepare regular content/ articles for NTJ publications and social media

Conservation Standards

Familiarisation with the principles of the SPAB to ensure that the highest conservation standards are maintained at all times across the Trust's historic building portfolio. Manage the

preventive and remedial conservation care of the buildings and decorative interiors, seeking technical advice and professional expertise as and when necessary.

Knowledge, Skills, Experience and Qualifications

Ideally, RICS or other similar estate management/surveying qualification.

Property management experience including residential lettings, maintenance schedules and refurbishment projects.

Good knowledge of health & safety and environmental health legislation.

Positive and proactive with strong communication skills and attention to detail.

Highly organised with ability to act on own initiative and work in a small team.

Able to prioritise own work and meet deadlines.

Ability to work calmly under pressure with a flexible and adaptive approach to a range of duties and tasks. To conduct all activities in a manner which prioritises and enhances the Trust's character and reputation.

Understanding and appreciation of the principles of historic building conservation with a careful and sensitive approach to working within a range of different historically and architecturally important buildings.

Proven experience in direct management/supervision of staff and the ability to manage and motivate external contractors to deliver successful schemes.

Good IT skills (Microsoft Office).

To have an appreciation and passion for the work of the Trust and its objective to conserve the natural beauty and historic buildings of Jersey for the benefit of the Island.

Package and Benefits:

- 21 days annual leave for the duration of the contract (FTE of 25 days) plus statutory bank holidays
- Flexible working hours and remote work options
- Toil system for any overtime