

JOB DESCRIPTION

JOB TITLE:	Commercial and Place Manager
GRADE:	3
REPORTING TO:	Director of Assets and Development
RESPONSIBLE FOR:	Leasehold Officer Commercial and Place Surveyor Office and Facilities Manager Commercial Support (x2)

ROLE SUMMARY

The Commercial and Place Manager is responsible for the strategic management and optimisation of believe housing's commercial, leasehold, and community property interests, ensuring assets deliver value for customers, communities and the organisation.

The role leads on all landlord and tenant matters, leasehold management, service charges, acquisitions, disposals and estate-related issues, providing professional property advice across the organisation. Working collaboratively across Assets, Development, Finance and Housing teams, the postholder will maximise asset performance, manage risk, support sustainable neighbourhoods and ensure compliance with all statutory, regulatory and contractual obligations.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your review process, the points below are a summary of your main duties and responsibilities

Strategic Assets Management and Place

- Lead the strategic management of the organisation's commercial, leasehold, shared ownership and community property portfolio, ensuring such assets support corporate objectives and deliver value for money
- develop and implement asset management strategies relating to commercial and leasehold assets
- undertake asset reviews, options appraisals and investment assessments to inform acquisition, disposal and asset optimisation decisions
- identify opportunities to improve asset performance, generate income and support wider place-based regeneration and community objectives
- provide professional advice and recommendations to senior management on property-related risks and opportunities.

Commercial Property and Landlord and Tenant Management

- Lead all landlord and tenant matters including lease renewals, rent reviews, assignments, subletting requests, licences to alter, lease enforcement, dilapidations, forfeiture, lease surrenders and dispute resolution
- manage relationships with commercial tenants and occupiers, ensuring effective tenancy management and income collection
- oversee commercial property inspections and ensure appropriate action is taken to protect the organisation's interests
- ensure accurate maintenance of lease records, property information and key contractual documentation.

Leasehold and Home Ownership Services

- Lead the delivery of an effective leasehold service, ensuring compliance with legislative and regulatory requirements
- oversee service charge administration and consultation processes, including Section 20 requirements
- provide expert advice and guidance on lease interpretation and service charges issues
- support the resolution of complex leaseholder enquiries, disputes and complaints
- ensure customers are appropriately consulted and engaged on matters affecting their homes and neighbourhoods.

Acquisitions, Disposals and Estate Management

- Lead a team responsible for negotiations relating to land and property acquisitions, disposals, easements, wayleaves and other property interests, as well as managing land ownership matters, boundary issues, encroachments and other estate management activities
- prepare business cases and recommendations supporting acquisition and disposal decisions
- work closely with legal advisors, valuers and surveyors to ensure transactions are concluded effectively and in a timely manner
- obtain all necessary stakeholder, lender and regulatory approvals where required.

Compliance, Governance and Risk

- Ensure compliance with leasehold legislation, landlord and tenant law, regulatory requirements and organisational policies
- maintain awareness of emerging legislation, case law and sector developments, advising the organisation on implications and required actions
- identify, assess and manage risks associated with the commercial and leasehold portfolio

- support internal and external audits and ensure appropriate governance arrangements are maintained
- develop and review policies, procedures and guidance relating to leasehold and commercial property management.

Leadership and Stakeholder Management

- Provide leadership and support to the Leaseholder Officer and Home Ownership and Place Officer
- develop strong working relationships with customers, regulators, local authorities, legal advisors, contractors and other stakeholders
- act as the organisational lead for leasehold and commercial property matters, providing advice, training and support to colleagues
- promote customer-focused service delivery and continuous improvement across all areas of responsibility.

Financial Management

- Develop and manage budgets within areas of responsibility
- monitor income, expenditure and financial performance, ensuring robust financial control and value for money
- support long-term financial planning and forecasting relating to commercial and leasehold assets
- identify opportunities for efficiency savings, income generation and improved asset performance.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	- Degree qualified in Estate Management, Surveying, Real Estate, Property Management or a related discipline, with professional membership of RICS or working towards professional accreditation - Willingness to complete required top-up learning to meet core housing knowledge requirements, aligned to the Level 4 Certificate in Housing Management	
Experience	- Demonstrable experience within a similar role and of managing commercial property portfolios - Experience of leasehold management and service charge administration within housing, including leaseholder and service charge knowledge (i.e. section 20 notices). - Experience of acquisitions, disposals and property transactions - Experience of managing complex stakeholder relationships and negotiations. - Experience of preparing reports and presenting recommendations to senior leadership teams and boards.	Demonstrable knowledge of building construction, building standards, compliance obligations, planning regulations and regulatory standards,
Skills/knowledge	Detailed knowledge of landlord and tenant law.	Understanding of housing regulation and governance requirements.

	• Detailed understanding of leasehold legislation and service charge requirements. • Demonstrates a working style that complements multi-disciplinary team working with strong communication skills, both verbally and in writing. • Proven ability to effectively analyse and process property performance data, effectively manage budgets and ensure value for money. • Strong communication skills, both verbally and in writing, with the ability to produce good quality written technical reports including presentation skills. • Excellent negotiating and problem-solving skills, with an ability to influence and persuade to achieve positive outcome. • Effective use of IT and media as appropriate. • Able to prioritise to achieve realistic targets, costs and time deadlines. • The ability to manage own workloads to ensure performance targets achieved. • Well organised; flexible, committed, enthusiastic and innovative. • Full UK driving licence and ability to be mobile.	• Understanding of asset management principles within the social housing sector. • Knowledge of shared ownership and home ownership products.
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