

JOB DESCRIPTION

SECTION: Development

JOB TITLE: **Commercial Property Manager**

RESPONSIBLE TO: Capital and Project Funding Specialist

SUPERVISORY RESPONSIBILITY: External consultants and professional advisers

KEY RELATIONSHIPS:

Internal: CDC Managing Director, Head of Corporate Services, Head of Development, Capital and Project Funding Specialist, other members of the CDC Senior Management Team, other Cornwall Development Company staff

Council: Strategic Directors, Service Directors, Council Officers, Elected Members

External: Businesses, customers and clients, prospective tenants/occupiers, EZ Board/partners, local, regional and national industry and sector representative bodies, political and community representatives, public and private sector providers of goods and services, contractors, consultants and suppliers

MAIN PURPOSE OF THE JOB:

- To secure the early occupation of key Cornwall economic growth land and property assets in accordance with the CDC Business Plan and instructions received by CDC from Cornwall Council (CC)
- To be the main day to day point of contact for all landlord and tenant matters in relation to the letting and management of agreed economic growth assets
- To be the main day to day point of contact for all property related enquiries on the assets for which CDC are responsible, negotiating terms and concluding lettings/disposal transactions with clients in accordance with agreed CC/CDC operating parameters
- To support the marketing and promotion of agreed assets, including coordination of land/property related marketing across the Cornwall Enterprise Zones
- To support the Capital and Project Funding Specialist in the delivery of the Workspace Development Programme (part of the wider Cornwall Council Investment Programme) by translating occupier demand into investment ready property propositions

KEY TASKS:

Service delivery

- Support the development, implementation and co-ordination of marketing plans that align with activities being undertaken by others (such as Invest in Cornwall) in order to attract occupier interest and maximise lettings/disposals
- Lead on the processing of occupier applications and agree Heads of Terms for the letting of units and/or development plots
- Manage internal and external processes in accordance with agreed CC/CDC systems, procedures
- Ensure high standards of professionalism are maintained and that professional codes of conduct, recognised industry good practice and statutory obligations are complied with at all times

- Maximise occupancy levels and revenue/income streams for each property/land asset being managed, delivering the agreed KPIs
- Deliver a seamless 'end to end, customer journey to investors and potential occupiers at all times
- Signpost potential occupiers to wider business and skills support programmes as appropriate

Relationship management

- Build, develop and maintain strong relationships with business and professional networks to showcase the opportunities on offer via the assets being managed by CDC
- Forge strong links with key partners to ensure that the specific offer of buildings and land/site assets are well understood
- Develop and maintain strong relationships with business and skills services providers
- Develop close working relationships with industry/sector bodies
- Promote and support the assets being managed by CDC at external events, seminars and workshops
- Work with others to deliver a programme of activities that raises the profile of the assets under the management of CDC

Service development

- Maintain specialist expertise to ensure professional knowledge and credibility is demonstrated at all times in dealings with internal and external customers/clients
- Share knowledge and expertise with colleagues within CDC, Cornwall Council and with external partners to ensure broad awareness of the asset 'offerings' and to ensure the available land/property opportunities are positioned most effectively in the market

Technical

- Work in close co-operation with appointed commercial property agents to develop a strong pipeline of potential occupiers in order to maximise and maintain occupancy levels
- Undertake initial suitability assessments of potential tenants, making recommendations in line with agreed operating parameters and the agreed tenant approval processes
- Oversee the development and maintenance of property/site/tenant information as necessary
- Work with potential occupiers/tenants to ensure appropriate Travel Plans are put in place
- Manage and monitor working practices as appropriate to ensure all statutory obligations are complied with
- Maintain up-to-date professional knowledge ensuring the highest standards of professional and commercial competency are displayed at all times

Leadership & management

- Lead, mentor, advise and guide colleagues/staff in order to create a culture of close teamwork, generating imaginative and effective solutions to delivery
- Work collegially with colleagues to ensure that resources are aligned with priorities and that agreed outcomes are delivered
- Represent CDC as required in PR/media communications activities including hosting/inputting to visits from industry/sector representatives

Performance reporting & management

- Ensure client/business data and correspondence is accurately recorded and maintained on safe and secure internal systems
- Monitor and report on outputs and outcomes as required by external funders, Cornwall Council and other stakeholders
- Maintain all internal files and data for allocated clients in accordance with audit requirements and agreed operating practices
- Attend Project/Board meetings as required
- Provide regular updates to key stakeholders through quarterly and annual reports
- Oversee budgets and revenue/income accounts as required, providing regular reports and ensuring that all relevant requirements of Cornwall Council and/or other funding bodies are complied with
- Support the Council in ensuring that any commitments regarding project evaluation for internal/external purposes are achieved
- Ensure agreed land/property asset and EZ targets/outputs are achieved and provide regular monitoring on progress, escalating issues as necessary
- Create, manage and coordinate a suitably GDPR compliant client/enquiry database

Resource management

- Ensure income generating opportunities are maximised
- Manage any allocated budgets, ensuring that spend is effective, value for money is achieved and risks are managed
- Operate effective financial management in accordance with agreed systems and procedures in order to monitor income and expenditure
- Develop and operate performance management systems that enable management information and data analysis to be provided and reported on a timely basis

Customer feedback

- Ensure that clients are aware that customer feedback systems are in place and that they have the ability to influence service improvements
- Provide written responses to enquiries or complaints as required, seeking approval from CDC Senior Management for the most contentious or high-profile matters
- Engage proactively with potential occupiers and tenants to ensure continued customer satisfaction

KEY RESULT AREAS:

- Effective property management, providing a high quality service that meets the needs of customers and clients at all times
- Delivery of agreed KPIs, including achieving targets for lead generation, deals secured, lettings/sales achieved and income/revenue generated
- Development and maintenance of an excellent network of business and commercial property sector contacts
- A high level of professional knowledge and expertise demonstrated throughout all dealings
- Management & reporting of budgets, resources, income and outputs in accordance with agreed targets and the CDC Business Plan

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for other members of staff
- Project a positive image to internal and external contacts and customers
- Demonstrate CDC's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - being committed to a low carbon future for all
- Take responsibility for professional and personal development on a continuous basis.
- Participate actively and positively in the effective management of activities within the team and across the Company
- Display strong customer and commercial focus towards the delivery of all work
- Support the identification and securing of additional funding opportunities
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection policy
- Carry out responsibilities with due regard to CDC's Equal Opportunities Policy and Environmental Policy
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self-motivation and self-confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs in your own or other CDC departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: November 2018

Approved by Manager: November 2018

Evaluated by CDC HR: November 2018

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SECTION: Development

JOB TITLE: Commercial Property Manager

EXPERIENCE

Essential	Desirable	How identified
<p>Extensive experience of commercial property management and/or development</p> <p>Extensive post qualification experience of dealing with landlord and tenant matters, disposals and acquisitions</p> <p>Track record of managing multiple transactions simultaneously and concluding successful commercial property deals</p> <p>Significant experience of working at a senior level with customers, clients and business owners and delivering high standards of customer service/satisfaction</p> <p>Significant track record of delivering agreed revenue generation, income targets and other KPIs</p> <p>Property marketing experience</p> <p>Ability to conduct informed and in-depth discussions with agents, potential occupiers, purchasers and/or investors</p> <p>Good understanding of business, commerce and economic drivers</p>	<p>Experience and/or working knowledge of Enterprise Zones and how they operate</p> <p>Experience of the property/estate management functions carried out by a local/public authority</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

EDUCATION & TRAINING

Essential	Desirable	How identified
Degree and Membership of Royal Institution of Chartered Surveyors (RICS)		<p>Application form / CV</p> <p>Certification</p>

BEHAVIOURS

Essential	Desirable	How identified
Highly developed commercial awareness and customer/client	Politically aware with the ability to influence outcomes with	<p>Application form / CV</p> <p>Interview</p>

<p>relationship management competencies</p> <p>A track record of success in property/property management</p> <p>Passionate about business and the commercial property sector in Cornwall</p> <p>A credible ambassador for CDC and its partners</p> <p>Articulate, dynamic, energetic and delivery focussed</p> <p>Able to build effective and productive working relationships at a senior management level</p> <p>Innovative thinker at a practical and strategic level</p> <p>Ability to forge successful partnerships with organisations in both the public and private sectors</p>	<p>diplomacy</p>	<p>References</p>
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KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<p>Excellent commercial acumen and strong negotiating skills</p> <p>Up to date professional knowledge and market awareness</p> <p>Good interpersonal and team working skills</p> <p>Ability to have (sometimes) difficult conversations with customers and clients</p> <p>Excellent report writing skills</p> <p>Enhanced networking skills</p>	<p>Knowledge of the economic, business and social context of Cornwall, the needs of its businesses and opportunities for growth</p> <p>Knowledge of EU and national funding structures and programmes</p> <p>Awareness of the range of potential local and national business support offerings available to EGS property clients</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<p>Fully competent in the use of ICT including the main Microsoft packages</p>		<p>Application form / CV</p> <p>Interview</p>

<p>Ability and willingness to travel throughout the county</p> <p>Some flexible working outside normal office hours may be required</p>		References
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