

HR FORMS

SIPP COMMERCIAL PROPERTY MANAGER

2019

Reference: VN18172

Job title:	SIPP Commercial Property Manager	Version date	0.1
Business area:	Property Department, Ipswich	Job family:	Legal
Reporting to:	Head of Acquisitions and Building Works	Approved role?	
Job holder:		Code staff?	

Purpose

The role holder will be responsible for supporting the Head of Acquisitions and Building Works in developing, creating, directing and managing the strategic plan for Property Management including management of all key external relationships for the provision of property management and valuation services, arrears litigation and property block policy insurance.

They will also be responsible for day-to-day property management operations to include process management, delivery of legislative, operational and change planning and input into technology systems.

The role holder will organise the team in order to achieve key metrics to manage operational performance required to meet both customer and business expectations and management of risks relating to ongoing property ownership and management.

The role holder will be responsible for delivering operations relating to Property Management and supporting the Head of Acquisitions and Building Works in maintaining a healthy corporate culture, ensuring that the company's policies and procedures are implemented, updated as required, and followed by all personnel.

Principal accountabilities:

- Maintain an effective organisational structure for ongoing Property Management and direct development of people and processes to support growth of business and adherence to relevant legislation and regulation. Assist staff in delivering departmental objectives to provide an industry

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leading SIPP Property Management Department and the achievement of business objectives with integrity, fairness and transparency.

- Act as a subject matter expert on relevant technical property matters advising and leading colleagues through the definition and implementation of projects when required.
- Management of risks associated with ongoing property ownership including the Audit review of all existing properties within the Curtis Banks Group. Periodically review the policies and procedures for managing, monitoring and mitigating the risks that the company is or may be exposed to for the ongoing ownership and management of property.
- Maintain key relationships for the provision of external professional property services and insurance including:
 - Management of the property block insurance renewal
 - Provision of vacant inspections.
 - External property management services for properties where corporate entities retain obligations.
 - Other professional services relating to the ongoing ownership and management of property.
- Manage the day to day activity of the Property Management Teams involving the co-ordination and supervision of the teams to meet customer requirements and process objectives. Key process oversight includes:
 - All ongoing tenant and investor relationships and management of leases including: lease renewals, rent reviews, tenant queries, provision of insurance, rent billing and arrears management.
 - All ongoing enquiries and invoices from third parties including councils, service charge providers, utilities and vacant inspection services.
 - Provision of property market and re-instatement valuations for the purposes of insurance and SIPP regulations, ensuring a streamlined service for customers across the SIPP Operations and Property Management departments
 - Management of ongoing loan administration, SIPP funding deficits and property syndicate structures.
- Monitor effectiveness of controls to ensure compliance of all department activity with business and legal requirements, adapting and amending in line with future changes. Ensure continuous improvement through the identification and implementation of improvements to current working across the Property Management department that contribute to long term operational excellence and improvements in controls.
- Use technical knowledge and analytical skills to investigate all issues escalated by the Department in a timely manner, communicating with appropriate internal stakeholders and external legal professionals to ensure an agreed resolution and make recommendations to prevent future reoccurrence.
- Management of resourcing within departmental budgets to ensure a quality service is provided to tenants and investors and, in line with the company's policies and procedures, ensure that team members are appropriately managed, trained and developed.
- Work in conjunction with the Head of Acquisitions and Building Works to ensure TCF is embedded within the culture of the department.

Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent) to include English and Maths (essential)
- Certificate in Financial Planning (at least CF1) or equivalent (mandatory)
- Certificate in Financial Administration FA2 (or equivalent) (mandatory)

Knowledge

- Excellent knowledge of general commercial property conveyancing principles, associated legal matters and VAT (Essential)

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- Excellent Landlord & Tenant knowledge (Essential)
- Excellent understanding of SIPPs, surrounding legislation & regulatory requirements (Essential)
- Strong understanding of the SIPP customer lifecycle. (Essential)

Skills

- Highly organised, self-motivated, results oriented with an ability to demonstrate high levels of strategic, analytical and flexible thinking.
- Excellent communication skills both verbal and written.
- Excellent negotiation and influencing skills.
- Trustworthy and honest ensuring the utmost confidentiality is maintained at all times.
- Excellent people and interpersonal skills to build effective relationships at all levels internally and externally.
- Experience of HR practice. Ability to motivate, develop and lead others to perform. Able to articulate a clear and compelling vision to both subordinates and peers.
- Ability to understand the needs of our customers and be focused around customer outcomes balancing this with risk to the Curtis Banks Group corporate entities.
- Relevant work experience.

Treating customers fairly

- Understand the commitments that are made about the level of service during the marketing and sales processes to ensure the area is capable of meeting those expectations
- Consider the needs of the particular target markets for products and tailor the service proposition to meet those needs effectively
- Ensure customers are provided with relevant information at appropriate times throughout the life of products to enable them to manage their reasonable expectations regarding the potential future benefits available
- Ensure customers have sufficient information to enable them to understand when advice may be required and, where appropriate, ensure customers have access to suitably qualified advisers
- Analyse feedback from all sources to ensure that customers' reasonable expectations of performance and service are met and where failings are identified, provide information to relevant areas to enable changes to be made
- Organise and manage the provision of service to give sufficient priority and opportunity to customers wishing to change product, switch provider, submit a claim or make a complaint

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Declaration

It is a requirement of Curtis Banks that its employees are aware of and conform to legal requirements in all activities, both internal and external. Implicit in this is that all managers and staff not only conform to the appropriate standards in terms of Health and Safety, but also work to the highest standards of business ethics.

I acknowledge that I have read and understood the above Job Description.

Signature & Agreement:			
Employee signature:		Date:	
Manager Signature:		Date:	