## **GROUNDWORK**

# CHANGING PLACES CHANGING LIVES





### **JOB DESCRIPTION**

JOB TITLE: Commercial Property Manager

**REPORTS TO:** Director of Finance & Corporate Services

**RESPONSIBLE FOR:** Operational management and development of The Greenhouse Business

Centre and other commercial business rental units across the Trust. Line

Management of Centre staff.

**PRIORITY CONTACTS**: Tenants, Customers, Visitors, Service Providers, General Public

LOCATION: The Greenhouse Business Centre, Annfield Plain / Flexible

SALARY / HOURS: £31,000 to £33,000 per annum, pro-rata - 30 hours per week

#### **JOB SUMMARY**

The Commercial Property Manager will be responsible for all commercial business rental units across the North East and Cumbria Trust, including the flagship Greenhouse Business Centre at Annfield Plain alongside three other units.

Located on Greencroft Industrial Estate, our Greenhouse Business Centre is a successful business centre providing high quality office space as well as meeting and conference facilities within a unique, ecofriendly, professional environment.

This role will have overall responsibility for the daily management of our Business Centre, leading a team of staff to ensure a high quality, professional and profitable business, catering and events service is provided to customers.

With an innovative and entrepreneurial approach the post holder will lead and develop activities and events and drive the ongoing improvement and development of our commercial properties. Operating in a busy customer focused environment you will ensure achievement of financial targets along with excellent service provision and visitor experience, driving customer retention through great service and focused customer engagement.

#### KEY RESPONSIBILITIES AND ACCCOUNTABILITY

#### Commercial Property - Tenant Management

- Manage and oversee all aspects of tenant income, including lease negotiations, service charges and monitoring of expenses.
- Control centre budgets in line with agreed targets, developing additional income streams through strategic innovation.
- Develop and grow strategies for developing ways of working and services, such as virtual office, virtual PA and subscription based workspaces.

#### Centre Management

- Proactively manage the day to day operations of both The Greenhouse and other commercial spaces
  ensuring a consistent high quality, professional, service provision to all users, including catering,
  reception, conference, retail and building facilities, along with relevant services to tenants.
- Liaise with tenants on all aspects of their tenancy, including leases, rent reviews, invoicing and business services provided.
- Engage with centre customers and other visitors to ensure quality experience in the business lounge, and ensure that displays, centre activities and events are planned, current and relevant.
- Ensure excellent levels of customer satisfaction through continuous improvement and development of Centre services.
- Ensure that The Greenhouse and other commercial spaces are maintained to a high standard to ensure the expectations and welfare of tenants, customers and Centre users are met at all times.
- Manage the budget for the Greenhouse Business Centre and business rental units to maximise income and maintain expenditure within budget.
- Ensure effective cash handling in line with secure financial procedures.
- Working alongside the maintenance team, monitor Health and Safety measures within The Greenhouse, to ensure compliance with policy, procedure and recommended practice.

#### Centre Development:

- To provide an entrepreneurial approach to driving the development of the business offer available at The Greenhouse, including attracting / retaining tenants, developing events and conferences, maximizing sales revenue and customer retention.
- To actively review and develop marketing, services and events to promote the Greenhouse and generate income to the Trust.
- To develop the brand of The Greenhouse to maximise profits.

#### Staff Management:

- Manage and lead the Greenhouse staff team, including any volunteers, to ensure a great team environment with a flexible and customer focused approach supported by proactive performance management.
- Provide support and direction to staff and volunteers, to ensure they understand their roles and responsibilities, along with the skills and attributes required, to achieve business objectives.
- To produce a training programme for team members to support personal development and ensure that they have the necessary up to date training required to carry out their role.

#### Additional Requirements:

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
- Any other duties commensurate with the level of the post.