



JOB DESCRIPTION

Job Title: **Site Facilities Manager**

Location: **North East**

Reporting to: **Property Manager**

ABOUT THE ROLE

The Arch Company is the UK's largest small business landlord, serving thousands of business owners who make a unique and vital contribution to the UK economy. The company purchased Network Rail's former commercial property estate in early 2019 and have a property portfolio of approximately 5,200 railway arches, business estates, former station buildings and other properties.

The Arch Company is proud to be the landlord to a diverse, passionate group of small business owners, entrepreneurs and community organisations across England and Wales. The Arch Company shareholders are Telereal Trillium and Blackstone Property Partners.

JOB PUROSE

To provide a front-line, customer focused Site Facilities Management service to the Arch Co business and our tenants, whilst minimising risks to the Arch Co Estate and the operational railway through a robust inspection regime, covenant assurance and compliance with statutory legislation and professional industry standards.

KEY ACCOUNTABILITIES

- Create, develop and maintain strong working relationships with all tenants, stakeholders and contractors within the Region to drive and improve customer service and satisfaction through the delivery of The Arch Company's Tenants Charter.
- Assist and support in the delivery of any new property management and customer service strategies for the region as well as any wider national The Arch Company's strategies and initiatives.
- Support and assist in the scoping, procurement and delivery of all reactive, re-letting and service charge works required within the portfolio (with appropriate technical support from the C&M Team as required).
- Monitor and audit the delivery of value for money services across the service charge estates within the portfolio and assist with the full recovery of all relevant service charges from our tenants where applicable.
- Assist and support with any rates mitigation strategies to minimise such costs within the portfolio.
- Manage and respond to all tenant issues and communications in accordance with The Arch Company's Tenants Charter to include but not limited to general enquiries, repairs and maintenance, credit control, covenant compliance, service charges, health and safety, applications for landlord's consent to tenants' alterations, all in accordance with best practice and professional principles.

- Assist, support and contribute to the delivery of the Operational Risk Management Inspections programme to identify, manage and mitigate risk across the portfolio and ensure that the portfolio and all the assets therein are both head-lease and statutory compliant thereby minimising risk to The Arch Company estate and to the operational railway infrastructure.
- To ensure that all tenants are always complying with the terms of their leases and tenancies particularly in respect of health & safety, maintenance and payment of rent and to manage and co-ordinate the remedy of all tenant breaches in accordance with current statutory and The Arch Company processes and procedures.
- Assist and support the Property Manager with the delivery of the Tenancy Termination Process, including (where required) compiling instructions and schedules for dilapidations as appropriate, for all terminations to ensure that all properties are returned in a state and condition as required under the terms of the tenant's lease.
- Assist and support the efficient delivery of the Operational Railway's Arch Inspection & Repair programme within the portfolio (via The Arch Company Interface Team) including liaison with relevant tenants and stakeholders in order to obtain temporary, partial or vacant possession of properties in order to allow for the timely completion of inspections and repairs and to mitigate disruption to both our assets and our tenants.
- Work closely with the Property Manager, Asset Management and C&M Teams in the identification, scoping and delivery of all renewals required within the portfolio.
- Responsible for ensuring that the region and all the Landlord managed assets therein are statutory compliant (where The Arch Company hold the duty of care) and are managed in accordance with best practice and professional principles.
- Assist, support and monitor the delivery of a robust cyclical maintenance and PPM regime across the region via The Arch Company supply chain.
- Be the Person Responsible for Fire Safety for all vacant properties, common areas / landlord managed Fire Escapes and Multi-Occupied Buildings.

Key Skills, experience and qualifications

- Educated to A level or equivalent
- Suitable qualification in Facilities Management
- Qualified in fire safety principles & awareness
- Understanding of construction & building management
- Strong customers focus ethos and diplomacy skills
- Positive and proactive team player
- Strong negotiation skills
- Good level of IT skills.
- Full and valid driving licence

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