



JOB DESCRIPTION

Job Title: **Regional Property Manager**
Location: **London**
Reporting to: **Head of Property Management**

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 leadership and strategic direction to the Regional Property Management Team and be accountable for the delivery of a front-line customer focused, property and 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

- Provide leadership and direction to the Regional Property Team in developing and maintaining 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 Tenant Charter.
- Define, develop and deliver new property management and customer service strategies for the region as well as any wider national The Arch Company strategies and initiatives.
- Supervise and monitor the scoping, procurement and delivery of all reactive, re-letting and service charge works required within the Region (with appropriate technical support from the C&M Team as required).
- Ensure the delivery of value for money services across the service charge estates within the region and manage the respective budgets and assure full recovery of all relevant service charges from our tenants where applicable.
- Supervise and monitor the empty property rates (business and residential) liabilities within the region and support and implement any rates mitigation strategies to minimise such costs within the portfolio.

- Manage and respond to all tenant issues and communications and escalations in accordance with The Arch Company’s Tenant 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.
- Monitor the performance and delivery of the Operational Risk Management Inspections programme to identify, manage and mitigate risk across the region and ensure that the region 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.
- Supervise and monitor the delivery across the team of the Tenancy Termination Process, including instructions 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.
- Work closely with the 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.
- Supervise 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

- MRICS qualified (at least 5 years PQE)
- Educated to degree level or equivalent
- A proven track record in Property and/or Facilities Management
- Strong people management experience and leadership skills
- Strong customer focus & safety ethos
- Positive and proactive team player
- Strong negotiation skills
- Managing Teams
- Full and valid driving licence

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