



JOB DESCRIPTION

Job Title: **Terminations Manager**
Location: **London (Office / Site) Flexible working**
Reporting to: **Head of L&T and Terminations**

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.

The Arch Company is a passionate and inclusive business committed to providing equality of opportunity for all. We encourage and welcome applicants from all backgrounds and support flexible working practices.

JOB PUROSE

To provide a front-line, customer focused end of lease service to The Arch Company business and our tenants, whilst minimising risks to our estate through timely dilapidation assessments, recovery and tenant refunds and compliance with statutory legislation and professional industry standards.

KEY ACCOUNTABILITIES

1. Create, develop and maintain strong working relationships with vacating tenants, stakeholders and contractors within the Portfolio to drive and improve customer service and satisfaction through the delivery of Arch Company's Customer Charter.
2. Assist and implement the delivery of the national termination process, facilitating the tenant's smooth and timely transition out of the portfolio, as well as any wider national Arch Company strategies and initiatives.
3. Review and validate any Notices to Quit received in-line with the terms of the lease, noting any conditions of the break, acknowledging receipt, and logging all notices on the Horizon System.
4. Contact the tenant to conduct a termination review to identify their reasons for vacating and whether there is anything Arch Company could do to retain them. Liaise with the Asset and

Property Management teams to outline the tenant retention strategy, where required, and communicate the outcome of such discussions to the rest of the business and the tenant, where applicable.

5. Conduct a pre-hand back inspection of all properties where the tenant is terminating, evaluating and assessing any dilapidations, drafting and serving a schedule for dilapidations in accordance with the terms of their lease and advising where a 3rd party Dilapidations Surveyor maybe required to deal with a complex/extensive tenant fitout.
6. Follow up with the tenant to ensure their account is clear and that they are progressing the required works prior to vacating, to ensure that all properties are returned in the state and condition required under the terms of the tenant's lease.
7. Work closely with the Property and Asset Management and Lettings Teams in the identification, scoping, procurement, and initial instruction of post-termination re-lettings works (with appropriate technical support from the C&M Team as required) to reduce the time taken to return the property to the market.
8. Conduct and manage all hand back inspections, ensuring to secure the property, record the condition of the property and the final dilapidations and update the business of the date the tenant vacated.
9. Evaluate and assess the final dilapidations and inform the tenant of the final claim. Draft a Dilapidations paper for approval to recharge the tenant where required and refund any remaining deposit.
10. Keep the various stakeholders updated of the progress of all terminations throughout the process by updating Horizon and the associated reports.
11. Assist with any void and rates mitigation strategies to minimise such costs within the portfolio.
12. To be the main point of contact for the tenant throughout the Termination process responding to all terminating tenant issues and communications in accordance with Arch Company's Customer Charter. This includes, but is not limited to general enquiries, dilapidation works, credit control, covenant compliance and health and safety, all in accordance with best practice and professional principles.
13. Through pre-hand back and hand back inspections assist with ensuring that all tenants are complying with the terms of their leases and tenancies, particularly in respect of health & safety, maintenance, and payment of rent and to report any such incidences to the Property Manager and Site Facilities Manager.

Key Skills, experience, and qualifications

Required

- Strong customer focus ethos and diplomacy skills
- Knowledge or experience in completing dilapidation claims
- Knowledge of property, construction & building management
- Positive and proactive team player
- Strong negotiation skills
- Good level of IT skills.

Desirable but not essential

- Full and valid driving licence
- Suitable qualification or training in Dilapidations
- Educated to A level or equivalent or above

- Ability to read and interpret a lease

Find out more:



<https://www.thearchco.com/>



<https://twitter.com/thearchcompany>



<https://www.linkedin.com/company/the-arch-company/>