

<b>Job Title:</b>	Estate Manager	<b>Reference for Applications:</b>	EM/KC/2/21
<b>Department:</b>	Estates Department	<b>Closing Date for Applications:</b>	10am 24 <sup>th</sup> Feb 2021
<b>Location:</b>	Chatham, Kent.	<b>Hours:</b>	Full time 37.5 Hours per week
<b>Reports to:</b>	Director of Historic Environment and Buildings	<b>Salary Range:</b>	£40,000+ Per Annum Depending on experience

## The Role

An opportunity exists for an enthusiastic Estate Manager with commercial and residential property management experience to work within the Historic Environment and Buildings team for Chatham Historic Dockyard Trust (the Trust) at The Historic Dockyard Chatham.

The successful candidate will be expected to work on a variety of property matters including the provision of day-to-day property management and related professional services across the estate; a unique 80-acre, mixed-use, heritage environment comprising commercial and residential properties.

Working within a small and busy team you must be capable of working independently and managing your day to day work schedules as well as contributing to the overall success of the team.

This is an exciting role offering an excellent opportunity for the right person; we require a self-motivated and enthusiastic individual who is an ambitious team player.

## Primary Objectives

### Commercial Estate

- Effectively managing the Commercial Estate to maximise revenue return in support of Chatham Historic Dockyard Trust's wider charitable purpose and to manage the estate in accordance with the Trust's strategy of 'Preservation Through Re-use'.
- Understanding market trends, demand and opportunity to ensure that the Trust's rental property portfolio meets the needs of the market both now and in the future.
- Supporting the Trust in assessing its Estate assets in order to utilise them most effectively in support of the twin charitable purpose of Preservation and Learning. Identifying charitable or commercial opportunities and supporting all aspects of effective estate utilisation and project development.

- To be the first point of contact for all queries relating to the property management of the let estate.
- Leading all new lettings, rent reviews and lease renewals ensuring effective record keeping and documentation is in place.
- Reviewing existing leases to ensure we are complying with our obligations, as well as ensuring databases are kept up to date and accurate.
- Ensuring property management services including service charge management and tenant applications are delivered to a high level.
- Commissioning, coordinating and liaising with professional service providers, supporting the management of the estate, including external agents and solicitors.
- Undertaking a programme of regular tenant property inspections in support of effective Health and Safety management.
- Ensuring effective compliance across all aspects of estate management, including charity property governance under the Charities Act 2011, Historic Buildings, Health & Safety requirements of managed property and Environmental Sustainability.
- Liaise with Finance to ensure rent and service charge collection is on time, following up where required with tenants.
- Work within strict client processes and identifying improvements, efficiencies and rental enhancements.
- Developing and implementing key policy and procedural documents which support the effective management of the Commercial Estate.
- Building relationships with tenants and supporting the development of the wider Dockyard Community.
- Building networks with key stakeholders including Locate in Kent and Medway Council.

### Residential Estate

- To lead the effective management of the Residential Estate including resident liaison, Leaseholder issues, and supporting the coordination of the maintenance and management of the Estate.
- Working with the Residents Association to manage and maintain a harmonious environment for all to enjoy. Including attending bi-monthly evening residents meetings.
- Supporting the effective management of the residential estate, including enfranchisement, overseeing household improvements and alterations in and site management in accordance with site rules.

- Developing and implementing key policy and procedural documents which support the effective management of the Residential Estate, including the Residential Guidance document which oversees all aspects of household improvements and alterations.
- Building relationships with residents and supporting the development of the wider Dockyard Community.

#### Other Responsibilities

- To set and manage income and expenditure budgets for the management of the residential and commercial estates.
- Liaise closely with the Finance & Internal Audit Manager to ensure appropriate, timely and accurate financial control of the property portfolio.
- To deal with the Local Authority and other agencies in relation to planning, rates and service issues working with the Director of the Historic Environment & Buildings and Financial Controller as required.
- To interact with all departments sharing information as appropriate.
- To support others with management, agency and professional work as and when required.
- Working with Communication and Marketing colleagues, develop (on brand) effective methods of communication across the Commercial and Residential estate.
- To develop and maintain active communication both within and across the teams.
- Maintain Continual Personal Development (CPD) and legal and compliance training to ensure knowledge of latest industry best practice.
- Ad hoc duties as and when required.

## PERSON SPECIFICATION ESTATE MANAGER

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Degree Level (a proven track record could negate the requirement.)</li> </ul>	<ul style="list-style-type: none"> <li>MRICS qualified</li> <li>UK Driving Licence</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Understanding of necessary legal and compliance obligations</li> <li>High attention to detail</li> <li>Well organised, ability to work under pressure and to deadlines</li> <li>Strong verbal, numerical and report writing skills</li> <li>A proactive approach to work and a willingness to get involved</li> <li>The ability to prioritise work</li> <li>Good IT skills – Microsoft Office, Outlook, Excel,</li> <li>Self-Motivated, target driven individual</li> <li>Willingness to build rapport and develop relationships with tenants and residents</li> <li>Empathetic with clients' needs and a wish to offer un-paralleled client care</li> </ul>	<ul style="list-style-type: none"> <li>AutoCAD knowledge</li> <li>Knowledge of the sustainability agenda</li> </ul>

	<ul style="list-style-type: none"> <li>• Team player, confident, organised and reliable</li> <li>• Integrity</li> <li>• Professional approach</li> <li>• Self-disciplined and ability to work to tight deadlines</li> <li>• Capacity to work under pressure</li> <li>• Excellent communicator</li> <li>• Ability to handle complex issues</li> <li>• An up to date knowledge of relevant financial aspects of estate management</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant track record of effective estate management including commercial and residential property</li> <li>• Preparation of reports and documentation relating to position of lease arrangements</li> <li>• Proven experience of property management</li> <li>• Proven experience of commissioning and management of professional advice and services</li> <li>• Proven experience in building and maintaining relationships with partners and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a mixed-use, heritage environment</li> <li>• Project management experience from project inception through implementation</li> <li>• Experience of working at Board level and leading strategic development</li> </ul>