

1. JOB DETAILS

Job holder		Reports to	Director
Job title	Sandwich Placement - Commercial Property Management	Date	

2. JOB PURPOSE

To assist in the carrying out of all aspects of Commercial Property Management, working alongside Property Managers under the supervision of the Head of Department, providing daily support to ensure the efficient day-to-day management of all properties.

3. DIMENSIONS

a) Financial data

- Inputting and amending records of the property management database, Qube, using prescribed forms and set procedures.
- Ensuring all utility (gas, electricity and water) and business rates or Council tax accounts are in the correct account names and dates.
- Working with the various building Service Charge Budget Booklets and assisting Property Managers in compiling data to be used in those.
- Assisting the Property Managers with managing the lease events diary and informing Property Managers of upcoming lease events and liaising with other SHW departments
- Assisting with obtaining competitive quotations from contractors for works at properties, in line with the service charge budgets or client instructions, for approval by the Property Managers, who will give authorisation before proceeding.
- Assisting with the processing and arranging payment of contractor and other invoices from client funds.

b) Total number of employees for whom you have line responsibility

None



c) Other data

None

4. KEY RESPONSIBILITES

- Communication with clients, tenants, contractors and site staff on behalf of Property Managers.
- Monitor Property Managers' workload in their absence on annual leave or out of the office.
- Receive calls/emails about building issues from tenants and resolution of issues by liaison with Property Managers.
- Issuing and monitoring of Works/Purchase Orders for contractors.
- Verification and coding of invoices for approval by the Property Managers.
- Ensuring that the Property Management Database (Qube) is up to date to comply with Quality Assurance procedures, including preparation of relevant forms for review and sign off by Property Managers.
- Assisting with Health & Safety management through liaison with Property Managers' ensuring outstanding tasks completed.
- Prepare and maintain records of inspection for management properties. Accompany Property Managers on inspections.
- Assisting Property Managers with tenant debt, to keep it to a minimum, in association with SHW's credit control department.
- Assisting the Property Managers in the recharging of insurance premiums and utilities.
- Assisting the Property Managers in the investigation and resolution of freehold/leasehold queries from clients and tenants.

5. COMMUNICATIONS & WORKING RELATIONSHIPS

a) Internal

- Property Management department, in SHW Crawley/Gatwick, and in other SHW offices.
- Property Management Accounts department, based in SHW Brighton.
- Facilities Manager/s.
- Other SHW departments, particularly:
 - Building Consultancy – for larger refurbishment work, RCAs, dilapidations etc.
 - Professional – for rent reviews, lease renewals and valuations
 - Agency – for reletting of the units within the portfolio or investment sales or acquisitions
 - Rating – for advising clients on any appeals or rates mitigation schemes

b) External

- Clients and their employees.
- Tenant companies, their staff and consultants.
- Service providers, including utilities providers.
- Solicitors.
- Accountants.
- Site Staff.
- Insurance brokers and loss adjusters.

6. KEY PERFORMANCE INDICATORS

- To build relationships with the tenants, clients and SHW colleagues and deal with issues when they arise.
- To build relationships of trust with contractors, to ensure that they are available at times of urgency.

- To work closely with Property Managers and other department colleagues, to enhance the client service levels delivered by SHW so that quality standards are achieved.
- Prompt turnaround of work, to ensure customer service standards are maintained.
- To develop a general understanding of all aspects of property management.
- Neat and accurate work outputs and up to date electronic files.

7. PERSON SPECIFICATION KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Confident telephone manner.
- Good IT skills including the use of Excel to assist Property Managers to prepare spreadsheets and cash flow forecasts and budgets.
- To show understanding to tenants when they contact us with debt or other problematic issues at the properties they occupy, but always act in accordance with our clients' instructions.
- To be a good team player and develop a good working relationship with other SHW colleagues and be prepared to ask for help when needed and, likewise, offer assistance to others.

8. JOB DETAILS

Job holder's signature

Date

Manager's signature

Date