



Property Management Officer

Level:	Grade 7
Team:	Assets
Line Manager:	Commercial Management Surveyor
Responsible for:	None

About the Job

- Participate as part of a team in the provision of a comprehensive, effective and efficient professional Commercial Property service, adhering to and understanding new and existing legislative and/or regulatory requirements, with responsibility for management of the commercial estate, land encroachments, wayleaves, allotments and disposals

You'll be trusted to

- Under supervision of the Commercial Management Surveyor advise the Vico Executive Team (VET), individual Board members, and the company on relevant issues, preparing reports for meetings, as appropriate
- Take individual ownership and responsibility to provide a comprehensive, effective, and efficient property management, letting and sales service
- Take responsibility for encroachments and recording of Vico Homes land and the development and maintenance of an asset register as required by the company's financial regulations
- Assist the Commercial Management Surveyor in developing new projects to expand and improve the portfolio and take responsibility on non-standard transactions
- Ensure that the portfolio is managed in line with the Company's Corporate Buildings Management Plan 2018 - 2025 and Commercial Property Strategy and contribute to new policy initiatives as required
- Develop, maintain, and update the company's asset register, in accordance with the company's financial regulations assisting with the production, implementation and control of effective and efficient manual and computerised record systems
- Be accountable for the controlling of costs and working to budgets minimising waste and achieving value for money
- Provide the Commercial Management Surveyor and the Head of Workplace and Commercial Property with management information in relation to individual cases as required including financial implications of encroachment action and maintain suitable records and case histories
- Be accountable to produce Heads of Terms for transactions including non-standard transactions under the guidance of the Commercial Management Surveyor or senior management

- Represent the company on property and estates management issues in the context of external organisations
- Liaise directly with Legal Services and Finance on all matters relating to property transactions ensuring compliance with the organisations Financial Regulations and Delegated Framework (FRDF), legislative best practice, Royal Institute of Chartered Surveyors (RICS) best practice and all regulatory requirements
- Undertake monthly and annual property inspections and report and action any findings, liaising with appropriate service areas
- Liaise with Neighbourhoods and Estates to resolve boundary disputes and provide professional advice
- Prepare general correspondence, reports, transaction reports and property transaction instructions in accordance with legislation, company standing orders, codes of conduct/practice and all relevant policies and procedures
- Agree, monitor, and deliver targets for specific projects, tasks, or ongoing areas of work for which the post holder has accountability and responsibility
- Take responsibility for the collation and analysis of statistical information including efficiencies, OPIs and VET updates presenting them in the most efficient and effective way
- Obtain quotations for refurbishment or repair work in accordance with legislation, company standing orders and codes of conduct/practice using ProContract and manage and supervise contractors in accordance with Vico Homes policies and procedures, the Health and Safety Executive and CDM regulations
- Work on specific projects, tasks, or ongoing areas of work for which the post holder has responsibility with the Commercial Management Surveyor
- Provide estate management and valuation advice on behalf of the company and to the Service Director – Assets and the company as required
- Assist and represent the Commercial Management Surveyor and the Head of Workplace and Commercial Property as necessary
- Contribute to team plans within the corporate, strategic, and business planning processes of Vico Homes and the service area
- Assist in the provision of information for draft Councillor, MP enquiry and Stage 1 responses along with undertaking responses to informal complaints
- Chair, arrange and/or attend meetings with stakeholders, partners, external agencies, and other organisations regarding sole transactions on behalf of the Commercial Management Surveyor
- Undertake annual property inspections to identify any health and safety issues, lease breaches, or legislative and/or regulatory breaches. Co-ordinate and manage a personal caseload of Commercial premises (shops), acquisitions, disposals, valuations, commercial estate management and/or project management issues
- Attend professional seminars as required and maintain a record of Continual Professional Development (CPD)
- Provide the Commercial Management Surveyor or Head of Workplace and Commercial Property with management information relating to individual cases as required, ensuring accurate records of pertinent information are maintained

- Undertake any other duties appropriate with the overall purpose of the job and grade

Who you'll work with:

Internal: Team members, Vico Homes colleagues, Board members, VET

External: Vico Homes customers, general public, Councillors, MPs, government agencies, contractors, consultants, other registered providers, local authorities, partner organisations, landowners, developers, solicitors and agents

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at level 3 of the Regulated Qualifications Framework, such as an HNC, Award, Certificate or Diploma	✓		AF / CQ
Decisive analytical and interpretation skills particularly of legal documentation	✓		AF / I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines	✓		AF / I
Able to work in pressurised situations, whilst maintaining confidentiality at all times	✓		AF / I
Experience in land and property management	✓		AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Good IT skills in the use of reporting tools and Microsoft Office such as Word and Excel	✓		AF / I
Knowledge and experience of procedures, legislation, and data retention of Health and Safety requirements, with specific reference to the following: <ul style="list-style-type: none"> • Fire Safety • Asbestos • Legionella • Landlords Gas Safety • Electrical Safety 	✓		AF / I
Demonstrate an understanding of equal opportunities in service delivery	✓		AF / I
Able to present information in a logical and understandable format	✓		AF / I
Evidence of effective communications with stakeholders, managers and employees	✓		AF / I
Have a commitment to employee development initiatives	✓		AF / I
Able to work flexibly to meet the needs of the business	✓		AF / I
Hold a full valid UK driving licence with access to a vehicle and the ability to travel throughout the Vico Homes operating as required on a daily basis	✓		AF / CQ
The post holder may be required to work outside normal office hours on occasion	✓		I
A willingness to work towards level 4 of the Qualifications and Credit Framework and/or RICS Associate Grade		✓	AF / I / CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification