
NHS PROPERTY SERVICES LTD**Job Description**

Job title:	Property Manager
Grade:	2
Type of role:	Permanent
Base:	London
Responsible to:	Principal Property Manager
Directorate:	Asset Management

The company

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Job purpose

To work as part of the Property Management team in assisting the Principal Property Manager (PPM) and Senior Property Managers (SPM) in your zone with all aspects of management of the property portfolio. The Property Manager (PM) is a critical role supporting the SPM's management of sites and buildings within that area.

The activity will include supporting, and possibly leading, lease transactions (under supervision) to convert occupiers to a formal contract, actively managing head lease events, actively managing sub lease events, analysing asset management data for the buildings in the portfolio, and liaising with Customers, Clinical Commissioning Groups, internal NHSPS teams and NHS focus groups to strive towards managing an efficient and cost-effective portfolio that supports the needs of the NHS.

Support will be given for the Property Manager to pursue the Assessment of Professional Competence to become a Member of the Royal Institution of Chartered Surveyors.

Job responsibilities

Estates management

- Providing ongoing support in relation to the occupancy of the estate, advising SPMs and if required tenants as to the various responsibilities, obligations and covenants in accordance with their leases or policies if the occupier is undocumented.
- Liaising with valuers, agents and landlords to achieve best outcome on operational lease issues.
- Supporting the attendance of Landlord and Customer meetings as necessary.
- Reviewing business rates invoices received by Superior Landlords and liaising with the central Policy & Portfolio Management team.
- Supporting SPMs in the management of dilapidations surveyors.
- Reviewing and with the Policy & Portfolio team managing challenge of the service charge bills received from Landlords.
- Supporting the review and justification of service charge bills passed onto Customers where NHSPS is the Landlord.

Financial management

- Assisting in the control of the Income and Expenditure for properties under SPM management.
- Assisting in the development of annual budgets for the properties under the SPM's management and supporting billing activity to generate timely and accurate billing.
- Reviewing Landlord invoices for rent and service charge to assist SPM's as required to ensure timely and accurate payment.
- Reviewing costs from time to time to support wider business activities on strategy and cost reduction initiatives.
- Generally developing a good understanding of the financial performance for the properties under the management of the SPM and being able to justify cost and any past or future movement.

Transaction management

- Supporting the negotiation with Landlords in respect of new head leases.
- Assisting in the development of transaction strategies for head lease renewals, sub lease renewals and new leases/licenses. Working closely with the support teams of the Lease Events team, the Leasing team and other out-tasked service providers to implement the required programmes.
- Drafting of documents for use with Customers. This will include, but not limited to, heads of terms for the granting of leases, licenses and memorandums of occupation.
- Supporting lease negotiations and rent reviews with agents, landlords, tenants and solicitors as appropriate, achieving favorable terms for NHSPS.

Data management

- Assist in ensuring all asset management data relating to the SPM's portfolio is complete and accurate.

- Using Horizon, NAV, CoStar, Aconex and other systems available to actively manage data.
- Working closely with the Data Support Manager to update the Horizon property database.
- Raising Data Change Notices accurately and timely when required.
- Supporting asset management data initiatives to collect and validate data points to improve daily asset management activity and the wider use of the business.
- Reviewing regular reports on data to identify any sources of data inaccuracies.
- Generally, to be a good data steward and embrace a data -driven culture identifying errors and rectifying.

Customer relations

- Supporting SPMs in building strong Customer relationships for occupiers within the portfolio ensuring customers are responded to timely and informatively.
- Assisting in the dealing of complaints, providing information to support an adequate response.

Person Specification

	Essential	Desirable
Qualifications	RICS accredited degree	
Knowledge	Demonstrated property experience	Real estate experience
Experience and skills	Highly customer focused Data and process driven Personable and a strong team player Commercial outlook Good written presentational skills	
Personal qualities/abilities	Interest in a real estate career in a change environment Solution focused, a 'can do' attitude Ability to work on varied workload Ability to work to deadlines Tenacious and diligent	