



Post	Lettings Officer
Reports to	Property Manager
Hours per week	35 Hours
Type of Contract	Permanent
Salary	£31,650 per annum
Location	1 Thorpe Close, London W10 5XL
Work Pattern	Monday – Friday (with occasional evening/weekends)

Westway Trust is a charity established by a local community campaign that won the stewardship of the 23-acres of space under the Westway flyover. Westway Trust works together with the local community to enable North Kensington to thrive. We dedicate ourselves to supporting this vibrant community to achieve social, environmental and economic wellbeing and justice.

Our highly committed community led board is testament to our values as we strive for excellence in participatory community development and the maintenance and improvement of the places and spaces we look after. Through good stewardship and collaboration with every part of the community, Westway Trust helps this vibrant part of London to continue to thrive.

The estate is home to more than 120 tenants including more than 20 charities and non-profit organisations, 2 sports and fitness facilities, 48 light industrial units, 34 offices, 32 shops, community stables, a skate park and three acres of public green space.

By working with local people we want North Kensington to continue to be a place where everyone has the opportunity to be physically active; participate in arts and culture; access economic opportunities; and live in a green and healthy environment.

Job purpose

You will be highly motivated and experienced administrator with experience of or willing to learn fast about commercial marketing and lettings and looking for a new challenge. You will be working closely with the Property and Communications and engagement teams and lead on supporting our organisation with the increasing demand for space on our estate, engaging with the community and prospective tenants and generating income for the Trust. You will contribute to the development and delivery of the Trust’s new Asset and Property Strategy.

You will actively market and let a variety of vacant spaces including the Thorpe Close pods, Unit Base Parking/Filming and other income generating spaces.

You will also be expected to gain quickly a strong understanding of the strategies of the Trust so that you may support the organisation effectively.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role, the post holder will be expected to take ownership of the marketing and letting of spaces both in the buildings/structures and other suitable outdoor locations.

- Develop a marketing and lettings strategy in line with the Trust’s Asset Management Strategy.
- Proactively market all our spaces.
- Identify potential advertising locations on the estate and actively market and let such spaces, to generate new income.
- Actively seek and promote filming/unit base parking opportunities on the estate.
- Liaise with stakeholders and tenants to support businesses and the local economy.
- Manage internal and external relationships, positively and pro-actively.

- Communicate with all relevant stakeholders to ensure decisions are made efficiently and communicated clearly.
- Provide local economy support through engagement with our other tenants, community and external partners/providers.
- Establish and maintain systems for the selection of tenants and monitoring and evaluation
- Undertake the review and selection of suitable tenants and the negotiation of terms.
- Review and approve lease/licence and other similar legal documentation.
- Maintain good property records.
- Any other duties as may reasonably be required.
- Work in line with Westway Trust's values at all times.

Person specification

You will either need to possess a good level of administrative experience preferably within marketing and lettings in the commercial and/or community/public sector and have property related legislative and commercial awareness or, demonstrate you can learn fast. You will be used to working under pressure and in a multi-faceted organisation. The ability to deal with conflict management, with great people management and customer service skills and experience, are ideal. Good knowledge or be able to quickly develop a knowledge of landlord and tenant related legislation, affecting commercial properties, including health and safety and fire regulations.

A strategic, commercial and customer focused person with the ability to provide a friendly and efficient service to tenants, staff and other stakeholders and an aptitude for working in a complex and fast changing environment.

Qualifications: Commercial Property Management qualification ideal or related qualification/experience.

Knowledge and Experience:

- Demonstrable experience in dealing with Landlord & Tenant matters, in a similar or equivalent role across complex property portfolios, in particular the retail sector.
- Involvement in commercial property transactions and tenancies in a commercial or community environment.
- Have good time management, organisational, communication and administrative skills with the ability to work under pressure.
- Understanding of the local area and its social, cultural and political heritage would be highly desirable
- Experience in using property management software (or similar).
- Proficient at managing databases and programmes.
- High level IT skills and experience of using MS Office (Word, Excel, PowerPoint)
- A keen eye for detail and presentation in all aspects of work.

Personal Skills:

- A personable and collaborative approach, with proven experience of developing and maintaining positive relationships with a range of stakeholders, including tenants, community groups, Local Government and Board members.
- Good communication and negotiation skills, orally and in writing.
- Good people management and conflict resolution skills.
- Ability to work on own initiative with minimum supervision
- Ability to work independently and as part of a team in a multi-cultural and diverse environment.
- The ability to be flexible and adaptable in response to changing priorities.
- Demonstrable understanding and commitment to equality, diversity and inclusion.
- Commitment to living out the Westway Trust values.

The post holder will be expected to have a flexible approach to working hours. Owing to the demands of the role or events on the estate, the position may include working some evenings and weekends.

The ideal candidate will demonstrate the Trust's Values — Courage, Equity, Integrity, and Sustainability — at all times in their work and behaviours.