



Post	Property Manager (Commercial)
Reports to	Head of Property & Estates
Hours per week	35 hours per week, Monday to Friday with occasional evening and weekend work
Location	1 Thorpe Close, London W10 5XL
Salary	£46,509 per annum

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway. In 2019 a local community campaign ensured that the Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021 a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition we work with a whole range of stakeholders including around 80 Member Organisations. You can see the organisations plan at: www.westway.org/about-us/horizon-plan/ we achieved well with our Horizon Plan and we have just created a new one, which sets, out our direction to 2028.

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 34 offices, 32 shops, community stables and an Olympic-registered skate park. This role is critical to ensuring a vibrant, diverse and thriving estate.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting and enterprise opportunities here together with improvements to the public realm so that it is a place the community is proud of and even more visitors can enjoy.

Job purpose

You will be a highly motivated and experienced Property Manager able to take responsibility for the management of a range of the Trust's properties, including commercial properties. You will ensure that the needs of the Trust are met in terms of good Landlord and Tenant management to safeguard the value of its assets.

You are expected to provide property management support primarily to the Head of Property & Estates and/or senior Property Manager and work proactively with the Facilities Management and Property Team.

You will need to be committed to working with a culturally diverse community.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role.

- Responsible for day-to-day tenant management.
- Undertaking routine property inspections to ensure compliance with the lease/licence Agreement.
- Preparing property reports and action follow up activity required.
- Dealing with licences to alter and signage.
- Dealing with way leaves.
- Assist with the review and selection of suitable tenants and the negotiation of terms.

- Assisting with ensuring the proper management of markets/stalls on Trust's land.
- Management of car parks.
- Liaising with Facilities Management (FM) and the Events team on tenant communications.
- Preparation of the scope of works for refurbishment of vacant premises.
- Preparation of schedules of condition and dilapidation.
- Preparation of basic reports to enable the governance of the Trust.
- Liaison with the FM team for pre-letting and dilapidation works, to include EPC registrations.
- Maintaining good property records.
- Liaison with Business rates for change in tenancies and the response to 'Requests for Information.'
- Contributing to briefs for consultants managing commissioned work for the trust and contributing information and occasional support to enable them to carry out their work.
- Participating in recruitment of junior staff.
- Line management of the Lettings Officer and/or Leasing Officer.
- Any other duties as may reasonably be required.

Person specification

You will need to possess extensive experience in property management and have property related legislation and have commercial awareness. You will have the ability to deal with conflict management, with great people management and customer service skills and experience. Good knowledge of landlord and tenant related legislation, affecting commercial properties, including health and safety and fire regulations, is desirable.

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

Qualifications: Commercial Property Management qualification or extensive related experience.

Knowledge and Experience:

- Demonstrable experience in dealing with Commercial Landlord & Tenant matters, in a similar role across complex property portfolios.
- Experience in assisting with the management and delivery of projects/programmes to time and budget.
- Good people management relationships.
- Involvement in commercial property transactions and tenancies in an environment that wants to invest in development.
- Have good time management, organisational, communication and administrative skills with the ability to work under pressure.
- Experience of Multi User property management software (or similar).
- Proficient at managing databases and programmes.
- Experience of handling anti-social behaviour matters or mediating between people.
- High level IT skills and experience of using MS Office (Word, Excel, PowerPoint)
- A keen eye for detail and presentation in all aspects of your work.

Personal Skills:

- Good communication and negotiation skills.
- Excellent literacy and numeracy.
- 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.
- Demonstrable understanding and commitment to equal opportunities and diversity.

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