



JOB PROFILE

Post Title:	Leasehold Manager
Portfolio:	Economic Development Portfolio
Responsible to:	Head of Property
Responsible for:	N/A
Grade:	F

Job Purpose

To improve the lives of all within our community and help the island thrive by being responsible for delivering effective day to day leasehold management services to commercial tenants, and implementing policies and procedures that support a professional, leasehold management service to residential and commercial Crown property tenants.

Main Duties and Responsibilities

1. Be the lead person in proactively identifying commercial property before lease expiry for the Property Disposal Register.
2. Lead on monitoring leasehold covenants so that property is better maintained and readily let at a competitive rent.
3. Responsible for ensuring active leasehold management within Property to avoid arrears, poorly maintained properties, and tenants in occupation on expired leases.
4. Lead on development of a commercial approach to letting through improved monitoring /enforcement, and appropriately charged rents, ensuring compliance with tenant and landlord obligations in full repairing leases/assured shorthold tenancies, to avoid buildings that are already in a state of decline to continue to deteriorate.
5. Responsible for dealing with all general and the more complex correspondence on leasehold issues and complaints, ensuring a high level of professionalism and customer service at all times.
6. Undertake visits to leaseholders to carry out inspections as required by the terms of the lease, and resolve queries and non-compliance concerns where required.
7. Lead on preparing all documentation for enforcement of non-compliant leaseholders
8. Responsible for updating and maintaining electronic files of all leasehold property and plans, ensuring all information is accurate and has full supporting documentation, including financial information pertaining to repairs and services provided.



JOB PROFILE

9. Responsible for interpreting lease terms and providing guidance for colleagues on leasehold management issues, and assist tenants in their understanding of their lease.
10. Consult and collaborate with the Attorney General's chamber on lease terms and other related documents as and when required.
11. Lead on the management of all leaseholder applications for permission under the lease agreement within lease timeframes, in consulting with the Head of Property.
12. Liaise with contractors or maintenance teams to ensure the Landlords works or right to repair obligations are met with reference to the terms of the lease or timeframes set out in a condition survey/maintenance plan.
13. Responsible for the development of appropriate systems for reporting disrepair, and effective start and end of tenancy processes (including condition assessments, inventory checks, electrical safety certificates, and compliance with tenant covenants (including clear rent accounts)) so that properties are let as quickly as possible.
14. Lead on the annual review of leasehold fees and charges on a full cost recovery basis and implement increases where necessary.
15. Proactively monitor commercial leases that are set to expire and liaise with Crown Estates for inclusion on the Property Disposal Plan.
16. Responsible for ensuring all information for annual rent, rent reviews, service charges and ground rent are submitted for billing, and that tenants are consulted accordingly on any changes to rent or service charges as required under lease agreements.
17. Actively monitor rent payments or special arrangements for the payment of arrears where this has been agreed by Corporate Finance and the Head of Property, and in the case of noncompliance initiate appropriate processes to end the lease as set out under the lease agreements and/or the Registered Land Ordinance (as amended from time to time).
18. Be proactive in maintaining and developing knowledge of leasehold management issues, changes to UK legislation and best practice that could impact local statutory provisions or improve existing services, and where necessary, recommend changes and implement on consulting with the Head of Property.
19. Contribute and report on performance in meeting the Portfolio's Key Performance Indicators and Internal Performance Indicators.

Special Conditions

Lone working and visits to leased premises will be required.

Dealing with difficult or irate tenants/customers.



JOB PROFILE

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
Planning & Delivery of Work: Ensures appropriate resources and levels of capability are available to deliver to plan. Promote and enforce appropriate organisational rules and procedures and lead by example in managing business relationships.	iv
Analysis and use of Information: Identifies trends from complex or conflicting data. Takes steps to address the root causes of highly complex problems. Develops new policy and procedures..	v
Decision Making: Clarifies high complex and disparate information to inform decision making, while also facilitating others to take creative decisions and generate solutions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving including significant long-term implications these may have on the organisation.	iv
Working with Others: Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Creates an environment which will enable delivery of shared policy outcomes.	iv
Communication: Varies language and content by explaining and using examples to ensure	iv



JOB PROFILE

understanding of audience. Highlights key points for summary from detailed and complex documents.	
Influencing and Persuading: Recognises and anticipates the needs of senior managers and government officials and influences to maintain a balance between individual motives and directorate requirements, and ensures strategies to support a diverse workforce are implemented. Varies style of communication to have maximum impact on audience and presents unpopular messages confidently.	iv
Dealing with Change: Presents the business need for change and encourages and enables employees to contribute to and focus on the positive aspects of change as well as anticipate any obstacles.	iv
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	iv
Managing Resources: Gains respect and credibility from team members through effective delegation, coaching and development.	iv



JOB PROFILE

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Bachelor's Degree in Housing, Law, Real Estate or accepted equivalent or equivalent level of demonstrable attainment or experience	E	√	
Business Management and IT Qualification	E	√	
Project or Programme management qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Valid Driver's Licence, Class A	E	√	
Knowledge & Experience:			
Extensive experience in a management role	E	√	√
Extensive experience in Property, Leasehold Management or Facilities Management.	E	√	√
Experience in a frontline customer facing role	E	√	√
Extensive experience of analysing and interpreting information to develop solutions or solve problems	E	√	√
Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)	E	√	
Experience in managing projects and working with contractors	D	√	√
Skills and Abilities:			
Ability to interpret lease clauses and relevant leasehold legislation.	D	√	√
The ability to research and inform understanding of wider issues and legislation that affect leasehold property and that which may be applicable to the local context.	E	√	√
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	√	√
Good understanding of confidentiality and an ability to safely handle confidential and sensitive information.	E		√
The ability to define and use analytics to support decision making	E		√
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√



JOB PROFILE

Strong interpersonal skills including motivational, negotiating, influencing and relationship building	E		√
Excellent time management and planning and organisation skills	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Other:			
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable