**ROLE PROFILE**

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| **Role Title:** | Commercial, Mutual and Agency Leasehold Manager |
| **Department:** | Housing Operations |
| **Role Purpose:**  | Manage the Commercial and Agency portfolio. Responsible for a review of the service including forming improvement plans and the longer term strategic planning for the portfolio. Managing the legal aspects of the Mutual schemes including Head Lease management and sub-lease extensions. Manage the demutualisation programme ensuring that the programme stays on plan, which will include effective communication with the mutual and their committees. |
| **Reporting to:**  | Head of Home Options |
| **Responsible for:** | NA  |
| **Disclosure level:** | Standard DBS |
| **Role Level:** | [Operational Manager](B%26S%20Framework%20Role%20Levels/2.%20Frontline%20Manager.docx) |
| **Salary:** | £45,264 |
| **Key Role Responsibilities** | To have responsibility for delivering a high quality service to our commercial tenants, agency leaseholders and members of the mutual. Responsible for continually reviewing the service provided in order to provide the most cost effective and efficient service.Other responsibilities to include:To ensure that all relevant procedures are carried out within statutory and organisational timescales and that accurate Notices are served compliant with legislation, leases, commercial tenancy agreements and the rules of the mutual.Assist with the development of a commercial property strategy to maximise the financial and operational performance of this portfolio.To deal with all Landlord and Tenant issues, disputes raised by the Mutual’s and management enquiries.Head Lease management of the Mutual Schemes including overseeing head lease and under lease extensions. Provide advice and support on leasehold management.Ensure S20 consultation is carried out effectively and in line with current legislation.Effectively manage the demutualisation project ensuring that the programme stays on plan, which will include effective communication with the mutual and their committees, solicitors, finance and staff within the Retirement Living directorate.To be conversant with relevant commercial and residential leasehold legislation. Able to interpret and ensure compliance of long leases, head leases, management agreements and service level agreements.To be responsible for instigating appropriate action for breaches of lease and tenancy agreements as and when applicable including providing reports and statements for use in court or the First Tier Tribunal. Ensure that Midland Heart operates within all regulatory guidance, statutory and legislative requirements.To lead on the development and successful implementation of business and financial plans within your area.To liaise with solicitors and other Professional Bodies to ensure that Midland Hearts interests are protected at all times, maintaining an in-depth knowledge and awareness of professional and legislative developments generally in all areas relating to this post.Consult with, influence and build relationships with key external leaseholders.Provide expert advice to managers and staff as required.To attend meetings and make a major contribution to the development and implementation of any policy decisions that may affect the team.To manage the budgets in conjunction with the appropriate business analyst and conduct all activities in line with the budget.Manage third party performance against contract where necessary.Lead in the procurement of services to effectively outsource the management of groups of properties as appropriate.Have the ability to effectively negotiate profitable leases with third parties should Midland Heart dispose of the management of buildings via long term leases.Carry out all other duties as may be reasonably assigned from time to time within the level of this role profile. |

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| **Education, Qualifications and Training** | GCSE’s at grade B and above in Maths and English as a minimum or equivalent qualification. |
| **Knowledge and Experience** | Has experience of:Working at a senior level, preferably in a housing, leasehold or commercial property management environment. |
|  | A proven record of accomplishment of managing and achieving measurable success and service improvement. |
|  | Overseeing or managing a commercial property portfolio. |
|  | Relevant experience of all matters relating to leasehold, mutual and commercial lettings management including its legislative context and policy framework. |
|  | Leading on the development and successful implementation of corporate strategies and related projects. |
|  | Setting and communicating service direction with a proven record of accomplishment of achieving targets. |
|  | Has Knowledge of:Residential and Commercial LeasesMutual tenuresCommercial property management and landlord and tenant lawLeasehold legislationManagement Agreements |
| **Role Specific Skills & Behaviours** | High personal integrity and a strong focus on personal accountability to deliver effective outcomes. |
|  | Excellent communication, interpersonal and negotiation skills. Excellent written and verbal skills. |
|  | Ability to lead the delivery of services and display a strong sense of professionalism. |
|  | Committed to continued improvement and willing to develop new approaches.  |
|  | Confidently make decisions. |
|  | Self-motivated, target driven, experienced manager, used to driving performance improvements and working a team to meeting targets |
|  | Comfortable with pressure, responsibility, be an effective communicator and good at multi-tasking |