**Job Description – Senior Surveyor / Associate**

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| **Job Title** | Senior Surveyor / Associate |
| **Company** | Estama (UK) Limited |
| **Location** | London |
| **Line Manager** | Head of Property Management  |
| **Essential Duties & Responsibilities** | The following forms a summary of the expected duties of the Senior Surveyor:* Day to day management of a national portfolio, focused predominantly on shopping centres.
* Management of the health and safety across their managed portfolio
* Have a strong awareness of financial management for service charges and budgeting on multi let properties
* Ability to work with and liaise with Property Accounts on all elements of property accounting.
* Providing lease management advice and managing tenants within the confines of their leases to maximise tenant satisfaction
* Managing all aspects of client reporting to ensure accurate high-quality information is issued to the clients within the strict contract deadlines
* Good collaboration skills for dealing with internal surveyors, on-site staff as well as external surveyors.
* Keen awareness and general approach to improving profitability and efficiency.
* Good management of single and multi-site tendering of contracts.
* Focus and drive within the Retail industry, especially Shopping Centres.
* Oversee and deliver an effective strategy for the management of marketing and commercialisation across the managed portfolio
* Oversee the management and delivery of an effective business rates mitigation strategy.
* Manage and reduce insurance risks and claims
* Client relationship management
* Support and guidance to junior team members and support roles
* Line management of on-site teams, including providing career development plans and advice to all staff. And the handling of any staff performance issues and improvement plans.
* Monthly or quarterly inspections of properties as per management agreement
* Delivery of ESG strategy to managed portfolio
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| **Skills & Competencies** | * Strong IT skills
* Good knowledge of RICS code of practice for service charge
* Reasonable knowledge on H&S legislation and statutory requirements for all commercial buildings
* Understanding of basic marketing practices
* Good communication skills for dealing with internal surveyors, on-site staff as well as external surveyors.
* Good written language skills for dealing client reporting.
* Strong attention to detail for system and data management
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| **Experience** | * Previous experience in commercial property management
* Retail property management experience preferred but not essential
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| **Qualifications** | * MRICS preferred but not essential
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