**Job Description – Senior Surveyor / Associate**

|  |  |
| --- | --- |
| **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 |
| **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 |
| **Experience** | * Previous experience in commercial property management * Retail property management experience preferred but not essential |
| **Qualifications** | * MRICS preferred but not essential |