

Job Title: Commercial Buildings Manager Reports to: Head of Landlord Compliance	Location: Regional Office - Manchester /Liverpool/Lancashire Responsible for: Facilities Support Assistants	Business: Property	Tier: 4
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Purpose of role: The Commercial Building Manager is responsible for the day-to-day management, operation and customer experience of office buildings and commercial units. The role ensures buildings are fully operational, compliant, safe and well maintained with providing a high-quality service to customers, visitors and commercial occupants. The role manages contracts, facilities, compliance, inspections and planned maintenance ensuring the asset is maintained to the highest standards and represents a strong commercial value.

Responsibilities	Skills/Experience
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Property Management
Maintain strong operational control of all offices and commercial buildings through a robust monitoring programme. Ensure all works are delivered on site comply with contract requirements, SLAs, quality assurance processes and statutory health and safety standards. Monitor tenant compliance with lease obligations including repairing obligations, access arrangement and reinstatement clauses. Oversee building presentation, ensuring communal areas, plant rooms and external areas remain safe, well maintained and aligned with commercial expectations.

Property Investment
Assist in developing a comprehensive investment plan for the areas in which you manage, ensuring statutory, regulatory and lease requirements are met. Assist with the project scoping and delivery of works, ensuring works are completed safely, on time and to the appropriate commercial standard.

Health & Safety and Security
Ensure health and safety compliance including all document management being valid and evidenced. Ensure practices and systems enable our premises to be safe, secure and welcoming places for people to work and visit. Ensure out of hours services are robust and flexible. Co-ordinate regular fire/evacuation drills and act as Fire Marshall for the building. Monitor security arrangements, access control systems, CCTV and contractor activities to ensure safe and compliant operations.

Line Management & Leadership
To lead and manage the day-to-day operation of the Facilities Management team in an empowered environment to deliver high quality, customer focused FM services. Ensure adequate reception cover is available during office opening hours where required. Promote a high-performance culture and continuous improvement within the FM service.

Finance
Develop and manage Capital and Revenue budgets specific to FM, within the required limits and procedures to ensure achievement of objectives with best and most innovative use of resources. Identify and achieve costs savings where possible. Work with Finance colleagues on accurate service charge budgeting, forecasting, recovery and lease compliant.

Partnership Working
In conjunction with the procurement team, develop and maintain a competent and reliable supply chain, ensuring contractors can respond to core and out of hours requirements. Collaborate with legal, assets to ensure lease terms are consistently applied, monitored and enforced where necessary. Support collaborative working across internal teams to resolve building issues and maintain compliance with both legislative and lease obligations

Liaison
Liaise with health & safety colleagues to ensure compliance including disaster recovery. Regularly liaise with occupiers, to understand their needs, to provide a comprehensive FM service. Act as the main point of contact for customers, resolving queries efficiently and promoting a high-quality commercial service. Maintain regular communication with commercial occupiers, understanding their operational needs and ensuring they adhere to the terms of the lease.

- Essential:**
- Knowledge and understanding of the range of facilities management functions required to provide an effective workplace and customer facility.
 - Knowledge and experience in the operation of relevant statutory regulations, including health and safety matters.
 - Project management skills to assist in the organisation of planned/reactive works to the offices ensuring continued use of premises as necessary.
 - Experience of working in a customer-focused environment providing staff and visitors with an excellent service.
 - A demonstrable methodical approach to work, with sound organisational skills, within a team environment but also an ability to work on your own.
 - High quality communication skills (both written and verbal).
 - IT skills/experience to enable effective communication and work planning.
 - Experience of managing staff and contractors, working to contractual specification to deliver high quality performance.
 - Experience of preparing and managing revenue/capital budgets.
 - Experience of procuring supplies and services.
- Desirable:**
- Understanding of BIM protocol.

Characteristics	Qualifications
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Our Values of Respect, Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are **RESPECTFUL** to our customers and each other **CREATIVE** in our approach and ambition **EXCELLENT** at delivering meaningful services to our customers

- Essential:**
- P405 BOHS Management of Asbestos in Buildings
 - P901 BOHS Legionella Management and Control
 - Professional qualification in a property/building related specialism i.e HNC/HND or equivalent
- Desirable:**
- IWFM qualification preferred.

Other	Other
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A Full UK Driving Licence and access to your own car

Mobile working required

Out of hours

A Full UK Driving Licence and access to your own car	Yes
Mobile working required	Yes
Out of hours	On occasions/ emergency

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required