



Property Director

JOB PURPOSE:

The Property Director is a senior leadership role responsible for the strategic direction and operational management of the Foundation's property portfolio across multiple properties and estate assets

The Property Director will drive portfolio performance, maximise asset value and income, enhance tenant satisfaction, and support the Foundation to achieving great outcomes for the Foundation.

REPORTING TO:

Chief Executive

JOB DESCRIPTION:

Strategic Property Leadership

- Develop and deliver property strategies to maximise asset value, income, and portfolio performance.
- Lead the strategic and operational management of the Foundation's property portfolio.
- Provide strategic advice, performance reporting, and recommendations to the Chief Executive and Leadership Team.
- Contribute to organisational strategy and continuous improvement across the Foundation.

Property Operations and Asset Management

- Oversee the effective management of the property portfolio, ensuring assets are safe, compliant, and maintained to a high standard.
- Monitor market trends and industry developments to inform property management and investment decisions.
- Monitor occupancy levels and market trends to maximize revenue to support the Foundation's charitable objectives.
- Lead leasing and tenancy management activities, including marketing, lease negotiations, renewals, move-in/move-out processes. and occupancy performance. . .

Tenant, Customer and Community Relations

- Build and maintain strong relationships with tenants, occupiers, stakeholders, and community partners.
- Deliver high levels of tenant satisfaction through proactive engagement and responsive service.
- Resolve tenant issues effectively while identifying opportunities to enhance income and asset value.
- Promote community engagement and partnership working to maximise community benefit.

Portfolio Development and capital development projects

- Identify and implement opportunities for portfolio growth, development, optimisation, acquisition, and disposal
- Lead maintenance, refurbishment, and capital improvement programmes to optimise asset performance.

Financial Management

- Lead the financial planning and performance management of the property portfolio, including budgets, forecasts, and investment planning to ensure financial sustainability and aligned with organisational objectives
- Monitor income, expenditure, and service charges, implementing strategies to maximise revenue, control costs, and optimise returns.
- Prepare financial reports and business cases to support strategic decision-making and deliver value for money.

Compliance, Risk and Governance

- Conduct inspections and monitor compliance with lease, quality and relevant regulatory requirements.
- Lead health, safety, environmental, and risk management across the property portfolio.
- Implement robust controls and mitigation strategies to minimise operational and asset-related risks.

Team Leadership and Development

- Lead, develop, and inspire property, facilities, and estate management teams to deliver high-quality services.
- Provide effective performance management, coaching, and professional development.
- Foster a culture of accountability, collaboration, continuous improvement, and customer focus.

Consultant and Contractor Management

- Appoint, manage, and oversee managing agents, consultants, contractors, suppliers, professional advisers and implement effective procurement and contract management practices.
- Ensure Service Charges are effectively managed, and services are provided in accordance with lease obligations.
- Ensure appropriate maintenance programs are created and managed.
- Conduct site visits, inspections, and ensure properties meet health, safety, and brand standards.

Stakeholder Engagement and Representation

- Build and maintain effective relationships with stakeholders, partners, local authorities, regulators, and community organisations.
- Represent the Foundation at external events and key forums promoting the facilities, developing partnerships with local businesses, and enhancing property value through community initiatives.

- Work collaboratively with the Leadership Team to support organisational objectives and cross-functional working.

Other Duties

- Undertake any other duties and responsibilities appropriate to the level and scope of the role as reasonably required by the Foundation.

PERSON SPECIFICATION

Essential

- Significant senior-level experience managing diverse property portfolios and delivering strategic objectives.
- Strong knowledge of property legislation, compliance, health and safety, and regulatory requirements.
- Proven experience in asset management, income generation, capital projects, maintenance, and property improvement.
- Strong financial management skills, including budgeting, forecasting, reporting, and service charge management.
- Commercially astute, with experience in lease negotiations, contracts, procurement, and supplier management.
- Successful track record of leading, developing, and managing teams, consultants, contractors, and managing agents.
- Strong strategic, organisational, project management, and decision-making skills.
- Excellent communication, negotiation, stakeholder engagement, and relationship-building abilities.
- Proficient in property management and financial systems, with the flexibility to undertake regular site visits.
- Collaborative, customer-focused, and community-minded, with high levels of integrity, resilience, and professionalism.

Desirable

- Chartered Surveyor (MRICS) or equivalent professional property qualification.
- Knowledge and understanding of the Voluntary and Community Sector and its contribution to improving community wellbeing.
- Experience working within a charitable, not-for-profit, or community-focused organisation