

Role profile:

# Senior Property Manager



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# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and  
shape your world..**



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**Dream &  
deliver**



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**Never sit on  
the sidelines**



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**Be creatively  
commercial**



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**Pay attention  
to detail  
(it matters)**



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**Be brilliant  
to work with**





# Role Profile

## The role: Senior Property Manager

Salary: £60,000 - £65,000

### Job purpose:

You will be an integral member of the Asset and Property Management team reporting directly into the Head of Asset Management. The role will lead on Property Management matters for the Bruntwood business, providing specialist expertise across the Commercial Office and JV Shopping Centre portfolios.

### What will you be doing:

- Lead on service charge budget setting, reconciliation, and customer communication, working closely with the finance team to define the timetable for delivery.
- Responsible for accurate building Scheduling within Service Charge budgets.
- Responsible for driving and coordinating service charge performance reports, reviewing and supporting regional teams in identifying improvements.
- Oversee the ongoing Service Charge management, ensuring any queries are dealt with appropriately, either directly or through coordinating responses through the correct channels, ensuring efficient Service Charge collection.
- Provide general Property Management advice on building maintenance and Health and Safety matters, coordinating appropriate action.
- Work closely with Asset Managers and Commercial teams, providing Property Management support in order to aid the successful delivery of Asset Plans and Leasing activity. This will include supporting effective Service Charge cost control measures for buildings under development with high vacancy.
- Work closely with the Operations team and Supplier Management team to identify any procurement savings, service improvements from existing suppliers and alternative ways to deliver services.
- Regularly review Service Charge and building expenditure versus budget throughout the year, liaising with site and Operations colleagues for accurate understanding on spend.
- Review service charge rates against the market and be able to support or lead on customer conversations to demonstrate value.
- Property Management lead on new acquisition due diligence and mobilisation or disposal process.

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### What we're looking for:

- Experience in Commercial Property Management, including management of large multi-let buildings with mixed commercial and retail uses.
- Experience in creating and managing service charge budgets including multiple schedules, ensuring apportionments are correctly set up.
- Managing customer queries related to Service Charge and Property Management matters.
- Showing a proactive approach to develop collaborative relationships across inter-departmental teams as well as external stakeholders. Being the subject matter expert in the team.
- Self sufficient with a hunger to be creative and drive improvement across processes and ways of working.
- Experience in service charge analysis for buildings against industry benchmarks and advising on potential savings or service improvements.
- It's crucial you are driven by influencing change and are passionate about what you do. This role will be influential and offer you the opportunity to have a big impact on the portfolio, and to support a wide range of colleagues.

# Benefits of working with us

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## Ways of Working

- We understand the importance of work-life balance, so whilst we are primarily an office-based culture (it's what we do!), we also want to encourage flexibility and agility where possible. Our colleagues make use of our different spaces and find lots of ways to collaborate which enable them to find the balance that brings out the best in everything they do.



## Holiday

- **25 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

- **Employee Assistance Programme** - 24/7 access to mental health, legal & financial support, including counselling
- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices
- **Wellbeing app** which rewards you financially for daily habits. You can spend this on everyday essentials, treats or even donate to good causes



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**
- **Work Shadowing**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)