

Role profile:

Commercial Account Manager

bruntwood
SciTech

A photograph of three people sitting around a dark wooden table in a modern office setting. A woman with long dark hair is on the left, gesturing with her hands as if speaking. A man in a white shirt is in the middle, looking towards her. A woman with blonde hair is on the right, also looking towards the man. There are papers, pens, and glasses on the table. Large windows in the background show a cityscape. A large, cylindrical pendant light hangs above the table.

About Bruntwood SciTech

A joint venture between [Bruntwood](#), [Legal & General](#) and [Greater Manchester Pension Fund](#), Bruntwood SciTech's unique experience of working in strategic partnership with city councils, universities and NHS Trusts drives inclusive, sustainable economic growth through investment in science and technology infrastructure.

Bruntwood SciTech crafts the specialist environments that science, technology and innovation businesses need to form, scale and grow. We create and nurture city wide innovation ecosystems, supported by our in depth sector knowledge, connections and expertise.

Critically, Bruntwood SciTech provides the connective tissue between world-leading research universities, large hospital NHS Trusts, strong civic regional leadership, and high-growth enterprise. Already, it has more than £1.5bn in assets across nine campus locations and 31 city centre innovation hubs, offering 4.8m sq ft of world-class specialist workspace, support, and like-minded communities for 1,100 high-growth start-ups, scale ups, and global businesses.

Now the largest dedicated property platform serving the UK's innovation economy, [Bruntwood SciTech](#) aims to create a £5 billion UK-wide portfolio that can support 2,600 high-growth businesses by 2032

Bruntwood is 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.

Buildings and space is just the start of our story, we create thriving cities for all.

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 at Bruntwood
and shape your world..**



**Dream &
deliver**



**Never sit on
the sidelines**



**Be creatively
commercial**



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



**Be brilliant
to work with**



Role Profile

The role: Commercial Account Manager

Job purpose:

You'll be responsible for building strong customer relationships, and driving retention within the Bruntwood SciTech portfolio in Manchester. Creating and enhancing customer loyalty, through getting to know our customers, anticipating their requirements throughout their property journey and negotiating commercial transactions that work for everyone

.As a Commercial Account Manager you will report into the Director of Account Management and be part of the multidisciplinary team responsible for a portfolio of assets in Manchester. Your responsibility will be to collaborate to ensure the customer is kept at the heart of what we do, ensuring unrivaled in-life experience that in turn ensures our ability to proactively retain our customers in advance of lease events.

What will you be doing:

- Building relationships with customers from completion through to expansion, relocation and at times departure from the portfolio.
- Full lifecycle account management including lease renewals, rent reviews, expansions, contractions and debt management.
- Developing detailed knowledge of our customers' businesses and the sectors within which they operate; by nurturing relationships with senior stakeholders within that organisation.
- Working as part of a multidisciplinary team to put the customer at the heart of what we do.
- Connecting our customers to resources that support their success, through knowledge and understanding of our suite of products, services, business support and community initiatives.
- Attending and hosting customers and contacts at community, business support and networking events.
- Ensuring the retention strategy links to the asset management plan for each building.
- Using our internal systems to monitor performance and report to the wider business.
- Maintaining an awareness of the market and competition, utilising networks and relationships.



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What we're looking for:

- Ideally a degree in a Real Estate focused subject and MRICS qualified with relevant experience.
- Proven experience in a related Surveyor position in a Commercial Property focussed business
- A customer focused individual, who can build great working & collaborative relationships with customers and colleagues.
- Someone who thrives on momentum, can learn quickly and be adaptable within changing environments.
- An excellent communicator who can maintain great relationships during commercial negotiations with customers and stakeholders.
- Capability to structure deals with commercial creativity.
- Ability to recognise strategic opportunities in assets.
- Experience delivering first-class customer service in commercial environments.
- You are analytical and can use data and insight to support decision making.
- Passion for the thriving cities and regions we work in.

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

- **28 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



Financial benefits

- 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
- **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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