

# Yorkshire Housing

## Role Profile



<b>Job title:</b>	Commercial Assets Property Expert	<b>Leader of others:</b>	No
<b>Reports to:</b>	Commercial Assets Manager	<b>Contract type:</b>	Permanent
<b>Business Area</b>	Assets and Sustainability – Homeownership and Commercial Assets	<b>Budget holder?</b>	No

### Job purpose

Playing a key role in the management of our commercial assets and external management company (EMC) relationships, you will have oversight of all properties and services that sit within our commercial portfolio.

You'll create trusting partnership relationships with other areas of the business to improve the knowledge and management of these assets along with other external parties including solicitor, managing agents and other services as required.

Using your keen eye for detail you will actively manage asset information. You will resolve specialist queries in supporting the delivery of our asset management strategy and the delivery of services to our customers.

You will help colleagues across the business challenge service delivery, contribute and support improvements to ways of working, ensuring VFM for our customers and for YH whilst meeting performance metrics along the way.

### Key responsibilities

- An expert in your field you understand leases, legal documentation and management agreements. You know how to pick out the detail and communicate these across the business.
- You will liaise with key stakeholders to ensure consistent approaches are applied throughout the business with regards to managing our commercial assets and agreements.
- Taking total responsibility you will oversee the collection, retention and upkeep of all information relating to our commercial assets and to commercial services provided to our properties.

- Managing a varied caseload, you will be responsible for the management, renewal, renegotiation and exiting of third-party leases and agreements. Keeping the customer up to date along the way and regularly checking in. You will be confident in making decisions and managing disputes.
- You'll oversee the management of our commercial assets which includes our portfolio of garages and any land sale requests.
- Representing the wider team, work and contribute to projects to meet business requirements when needed.
- Identify, build and develop an extensive network of external partnerships to ensure that the interests of the organisation are represented and that you keep up to date with new regulations, requirements and future changes in standards.
- Working with colleagues across the business you will ensure the correct payment of EMC charges and lease payments. Monitoring and challenging services where appropriate to ensure VFM for both Yorkshire Housing and our customers.
- Investigate queries into land ownership and responsibility, working across the business to get and accurately record an outcome and pick up any ongoing related actions or requirements.
- Support colleagues across the business to find solutions and outcomes for commercial asset related queries, including ownership related enquiries, maintenance and responsibility.
- Ensure our agreements are documented, keeping them up to date and providing assurance that our liabilities are minimised.
- Working across the business, assist with the monitoring and collection of compliance data for non-owned buildings.
- Maximising the "Roam" part of our approach to work you will work across Yorkshire maintaining relationships and looking at the best way to maximise and manage our commercial assets.
- Working closely with Development, Finance and Place colleagues you will make sure any new relationships with EMCs are well set up, documented and maintained.
- Working across the team to provide continuation of service when needed.
- Travel across Yorkshire to meet service requirements.

## What you'll bring to the role

### The main things:

- Being customer focused or as we say at YH "Customer Obsessed" with a willingness to learn, develop and continuously improve the customer experience.
- The ability to build a trusting relationship with customers, colleagues and partner organisation's.
- Managing challenging situations demonstrating empathy, sensitivity and diplomacy.
- Have a problem-solving mindset and take ownership for resolving queries.
- Be able to deliver complex and often complicated messages to colleagues across the business without diluting their important meaning.
- Ability to keep accurate records, work on own initiative and prioritise own workload.

- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities and cases.
- Ability to gather, record, understand, and analyse data, using manual and electronic systems including Microsoft packages, including being comfortable and confident using Microsoft Excel to at least an intermediate level.
- Ability to make the most of technology and data to continuously improve our service to customers.
- Experience of providing advice, guidance, coaching and/or support to others with excellent negotiation skills.
- Organised and self-motivated. Adaptable to a changing and varied workload and able to plan and deliver to agreed timescales, goals and priorities
- A flexible approach and personal values and approach that align with YH's values
- Be eager to develop your own skills and adapt to change.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- Confident and able to work autonomously and with others as part of a project and/or team.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers.
- Enable a shift from a reactive to a pre-emptive customer experience
- A full UK driving license, the ability to drive and access to a car for business purposes.

#### **It would be a bonus if you have:**

- Knowledge of leasehold legislation, regulatory framework, management of leases
- Experience of managing agency/management company services
- An knowledge of operating and managing service charges
- Experience of Public Realm Management

#### **Our values:**

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.