

Role Profile

Role title: Head of Property
Reports to: Property & Strategy Director
Location: Field Based

Role Purpose

- To lead the team of Regional Surveyors to deliver a high-quality property and asset management service to the business and its licensees.
- To be an effective member of the Operating Board in the development of the corporate strategy.
- To be an active member of the Capex Committee with input into all areas of the decision-making process and specifically advising on design, value for money and project delivery.
- To be a leading member of the Health & Safety Committee and take primary responsibility for company health & safety within the field.
- To deliver effective strategies to ensure that the estate condition is continually improved and no sites fall below minimum condition standards.
- To embed a customer service and delivery mentality throughout the team, aligned to the company's values and associated behaviours (see below).

Key Accountabilities
<p>Regional Surveyors – Capital investment and general property management</p> <ul style="list-style-type: none"> • Provide proactive leadership, motivation and guidance to the team of Regional Surveyors. • Deliver a genuine high-quality customer service attitude throughout the team. • Deliver an effective program of property management across the estate, including repairs, minor and major capex as well as support of licensees and field-based teams. • Develop and ensure the delivery of high quality, individual and authentic investments, properly planned and delivered in line with budget through the estate. • Ensure that the major capex program delivers a sustainable return at or above budgeted levels. • Provide support and guidance to the Regional Surveyors in the delivery of the capex and repairs program to achieve excellent, value for money projects, on time and within budget that continue the development of the business. • Continually review the performance of contractors within the estate and make changes where required to ensure that quality of work is always of the highest standards. • Review completed major investments to review performance and identify ways to improve projects and their delivery, including benchmarking against projects completed outside Admiral. • Manage the general inspection program for the estate and ensure outcomes are dealt with in a timely and effective manner. • Develop key performance indicators within the team and monitor performance with the team and Operations.

Property Helpdesk

- Develop a strong business relationship with the Helpdesk management team, providing technical support and guidance.
- Develop and continually review strategies to improve 'value for money' from the expenditure incurred on reactive repairs.
- Work with the Helpdesk management team to deliver seamless customer service across Helpdesk and Regional Surveyors.
- Work with Helpdesk to deliver an effective statutory compliance program, ensuring full compliance with relevant regulations and services within the enhanced service charge.
- Ensure all work is performed and managed to comply with health & safety standards.
- Liaise with Helpdesk to manage insurance claims effectively, reducing incidents and losses across the estate.

Role Dimensions	
Financial (budgetary control etc.)	Non-financial
<ul style="list-style-type: none"> • Capital investment and repairs to be completed in line with budget. • Investment to deliver returns at / above budget requirements. • Activity and overhead costs to be managed in line with agreed budgets or below. 	<ul style="list-style-type: none"> • Robust line management of Regional Surveyors. • Positive contributions to Operating Board, Capex committee, H&S Committee and Operations Executive and working with other departments to drive overall company performance. • Quality of work performed by contractors to be reviewed, monitored and improved. • Estate to be maintained in line with statutory compliance and health and safety requirements.

Person Specification	
Competency Requirements	Technical Requirements
<ul style="list-style-type: none"> • Strong leadership and a proven ability to recruit and develop great teams. • Excellent interpersonal skills – with the ability to build strong relationships and gain credibility. • Commercial acumen and negotiation skills. • Planning and organisational skills. • Develop and communicate a clear vision to succeed and is influential in making this happen at all levels. • A commercially aware and solutions focussed individual. 	<ul style="list-style-type: none"> • Ability to contribute to the strategic planning of the business. • Strong track record of line management experience with property. • Computer literate – a minimum of intermediate Word, Excel, Outlook and Power Point. • Degree calibre and RICS or relevant property management qualification. • Experience within the pubs or leisure sector is desirable. • Experience of managing a change process is desired but not essential. • Full GB Driving License.

Key Relationships

- Regional Surveyors
- Property Helpdesk Manager
- Regional Operations Directors
- Property & Strategy Director
- Contractors
- Managing Director
- Business Development Managers
- Licensees
- Helpdesk team members

Values and Behaviours

we
are one

Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together

we
care

Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other

we
dream big

Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference

we
deliver

Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

i am
admiral