

Role profile

Role title:	Property Manager
Reports to:	Senior Property Manager
Department Head:	Head of Property
Location:	Field based

Objectives of the role

- To consistently deliver successful investment programmes, meeting and exceeding agreed targets for project cost and return on investment as well as quality of design and project works.
- Protect & enhance the company's property assets through proactive management of all repairs & maintenance.
- Deliver great customer service, aligned to company values and associated behaviours (shown below), to licensees, Operations and other teams.
- Ensure compliance with statutory and other legal obligations around the estate.
- Proactively manage and develop contractors and suppliers to ensure value for money and high-quality customer service.

Role Dimensions

Financial (budgetary control etc.)

- Repairs & Maintenance and Investment budget by area and region.
- Investment to deliver returns at / above budget requirements.

Non-financial

- Customer service standards measured through licensee and internal surveys.
- Property condition and statutory compliance improvement.
- Positive engagement in Regional and Property team meetings.

Key Responsibilities

Realising the value and growth potential of our pubs

- Ensure a proactive investment plan is in place which protects the fabric, capital value and trading opportunity from our pubs.
- Promote and drive the pipeline of potential investment opportunities throughout the regional estate.
- Actively consider & challenge investment plans to ensure the right approach for each property.
- Deliver high quality design proposals, fit for purpose and appropriate for the retail objectives.

- Ensure all elements of the property are considered when submitting investment proposals.
- Maximise value for money for all investments with appropriate challenge of contractors.
- Take responsibility for the submission, presentation and approval of investment proposals within the internal approval process.
- Manage the delivery of the approved scheme, ensuring communication to all relevant parties and compliance with all relevant regulations.
- Complete the project completion processes, including ensuring timely income growth and fixtures and fittings disposal.
- Undertake and review post audits to ensure that lessons are learned and shared through all teams to ensure continual investment and process improvement.

Improving property management and statutory compliance

- Review the condition of all relevant sites, develop and implement site specific property management strategies to improve this condition.
- Ensure all sites at least meet minimum standards of condition.
- Review and take relevant action following external reporting including health & safety inspections, schedules of dilapidations and condition and other property surveys.
- Build proactive relationships with licensees to ensure a good understanding of their repairing and statutory compliance obligations and provide high quality assistance and guidance in meeting these requirements.
- Monitor and feedback on quality of work and customer service of contractors for repair expenditure.
- Monitor and improve statutory compliance throughout the business, whether Admiral or licensee responsibility.
- Ensure effective and timely communication with Operations and head office teams and work proactively on property management.

Skills and Experience

Competency Requirements

- Strong project management across different locations. With a creative and innovative approach.
 - Excellent interpersonal and communication skills.
- An ability to be autonomous and team orientated.
- Highly driven and committed with excellent planning and organisation skills.

Commercial acumen and analytical and negotiation skills.

Technical Requirements

- Strong track record of property investment and management.
- Comprehensive experience and understanding of Health & Safety and Compliance matters.
- Experience within the pubs or leisure sector.
- Computer literate – a minimum of intermediate Word, Excel and Outlook.
- Degree calibre.
- Full GB Driving Licence.

Key Relationships

- Licensees
- Business Development Manager
- Contractors and suppliers
- Head of Property
- Senior Property Managers
- Regional Operations Director
- Property Helpdesk
- Other Property Managers
- Helpdesk and Ops Administration Manager
- Financial Planning & Analysis
- Group Property and Strategy Director

Working Arrangements:

This is a Field-based role – Head Office attendance is only required for specific meetings/purposes.

Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

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



Behaviours

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



Behaviours

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



Behaviours

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

