



Job Profile and Person Specification

Post:	Estates Manager (Markets)
Reporting Relationship	Markets Manager
Salary:	Grade 7: £44,101 - £51,285 Non-standard working practices apply (circa £5,300)
Summary of Role:	The Estates Manager (Markets) will support the Markets Manager with the management and enhancement of our multi-occupied asset, Blochairn Market. The role will be responsible for managing expenditure, recharges, maximising income and improving performance across wholesale and retail operations. Key responsibilities & accountabilities will include: • Navigate complex landlord and tenant matters, including rent reviews, lease renewals, rent arrears, and new lettings. • Lead negotiations with the property agent and tenants in respect of rent reviews, lease renewals and agency matters ensuring favourable commercial terms on behalf City Property Glasgow (Investments) LLP. • Manage a nominal team and undertake relevant line management duties. • Deputise for the Markets Manager. • Create and monitor service charge and other budgets, including adjustments and journals as required. • Manage income and expenditure against targets. • Provide expert advice in relation to lease and service charge accounting procedures. • Manage and administer various contract(s). • Ensure adherence with KPI's. • Co-ordinate repairs and maintenance, health and safety requirements, legislative and statutory requirements. • Lead general estates management initiatives and actively participate in asset management tasks and general queries. • Prepare and deliver accurate management and Committee reports providing specialist advice and recommendations. • Manage a demanding workload and ensure that the key tasks are carried out in a professional and effective manner. • Responsible for ensuring Health and Safety and risk management procedures are understood and adhered to. • Represent City Markets at external forums and events. • Working collaboratively with the City Property (LLP) stakeholders, Glasgow City Council and Glasgow Family, and partners to share knowledge, experience, procedures and drawing in appropriate skills as necessary. • Provide standby cover to meet operational requirements for incidents occurring out with normal working hours (NSWP).

**OFFICIAL
OFFICIAL**

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	Full driving licence. Educated to diploma, degree level or equivalent. Commitment to CPD providing supporting evidence.	MRICS or AssocRICS.	☒ Certificates ☒ App. Form ☒ Interview
Skills, Knowledge & Competencies	Significant experience of commercial property asset management. Strong negotiation skills. Excellent line management and people management skills. Ability to form and maintain good relationships with customers and stakeholders across the business. Maintain high levels of tenant satisfaction and retention. Work independently whilst maintaining a role as part of our team. Ensure compliance with relevant legislation, internal policies, and lease obligations. Produce regular reports for internal and external stakeholders on asset performance. Excellent time management, analytical and problem-solving skills.	Experience of Property Management Systems. Experience in preparation of property option reports for potential development opportunities.	☒ Certificates ☒ App. Form ☒ Interview

OFFICIAL

**OFFICIAL
OFFICIAL**

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Delivering Results - Motivation (level 2)	- Balance any conflicting priorities when you need to. - Give out work and delegate to other people, based on their strengths and how much time they have. - Organise people and work in the best way to achieve results. - Enjoy a challenge and work well even when time is short, and things are difficult.		☒ App. Form ☒ Interview
Delivering Results – Planning and delivering change (level 2)	- Produce complete, detailed and realistic project plans. - Prioritise your own and other peoples work, based on business needs. - Organise and Plan events, activities and resources to make sure that projects or goals are met withing agreed timescales. - Uses the right skills to manage projects successfully and get the right results.		☒ App. Form ☒ Interview
Personal Effectiveness - Communicating (level 2)	- Choose the best way for communicating for your audience and situation. - Can keep themselves and team focused on the most important things but let other people express their views. - Can produce clear, concise and easily understood written communications. - Can share relevant and important information on time, with your team.		☒ App. Form ☒ Interview
Personal Effectiveness Decision Making (level 2)	- Can explain why decisions have been made and use examples to support them. - Can make sensible decisions after getting all the information		☒ App. Form ☒ Interview

OFFICIAL

OFFICIAL
OFFICIAL

	required and thinking about alternative options. • Confide in saying what needs to be said and do it.		
Providing Excellent Customer Service – Collaboration (level 2)	• Encourage people to share information so that they can achieve the right outcome. • Ask for help from colleagues or experts outside of the Council. • Try to improve your team's performance as well as meeting personal goals. • Build strong relationships with colleagues and customers, beyond just working together on shared tasks.		☒ App. Form ☒ Interview