

# DERWENT LONDON

## **Portfolio Manager Job Description**

### **Overall Role**

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To manage a portfolio of buildings in the Property Management department with the aim of providing high quality, effective & efficient services to our occupiers. The role will be responsible for all property management including managing the onsite building managers.

To oversee and manage the operation of services, occupier satisfaction and security of the portfolio to a high standard. Liaise with internal support functions such as HR, finance as well as external agents and consultants.

To propose and present for approval any initiatives and recommendations for improvement or works required. Be accountable for the service charge budget and in house and external resources for the portfolio.

Central to the effective execution of this role, strong collaboration is essential with our internal technical and facilities management specialists in addition to close working relationships with advisors and other departments, including Asset Management, Finance, Development, Leasing and Investment.

### **Key Responsibilities**

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To oversee and manage a portfolio of properties (the allocation is subject to change from time to time) in order to fulfil the Landlord's obligations under the Tenants leases, but more specifically:

- Tenant liaison, property inspections, manage the site managers and be accountable for resolving day to day issues, working in conjunction with operational support teams.
- Review existing leases and ensure we are complying with our obligations, as well as ensuring databases kept up to date and accurate. Contribute to reviewing and amending relevant clauses within leases for new lettings.
- Manage service charge budget process and reconciliation in conjunction with Property Management Accounts. Be responsible for recoverable and non-recoverable expenditure within delegated limits.
- Liaise with Finance to ensure rent and service charge collection is on time, follow up where required with occupiers in conjunction with Finance and Asset Management.

- Collaborate with the internal technical specialists on contract management, project works and tenant fit outs in conjunction with external consultants as necessary.
- Review and process all tenant applications including but not limited to Licence to Alters, Wayleaves and Alienation.
- Oversee insurance responsibilities including claim process, works notification and administering the insurance premium recharge.
- Assess and implement sustainability initiatives and Life Cycle Management plans for the portfolio.
- Oversee and monitor the non-managed portfolio, building relationships with external managing agents, suppliers and key occupiers as required.
- Work alongside the Development team to ensure new developments and refurbishments benefit from early input of property management discipline.
- Maintain Continual Personal Development (CPD) and Company compliance training to ensure knowledge of latest industry best practice and innovation is maintained. Keep Derwent London abreast of changes in legislation or innovations and proactively look at improvements to the management and delivery system that can be recognised internally and externally as best in class.

#### **Additional Portfolio Relationship Management (PRM) duties**

- Work closely and support the Building Managers and site teams in their personal improvement and service delivery

#### **Reporting to**

The Head of Property Management