

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Commercial Manager – Pentland Community Enterprises

**Location:** Scotland

**Team/Directorate:** Finance

**Responsible To:** Director of Finance and People Services

**Responsible For:** PCE Operations Assistant

# 2. JOB PURPOSE

Responsible for the overall financial and operational management of residential and commercial properties.

Managing a portfolio of full market, mid-market and garage rental properties across Scotland (primarily in Caithness, Inverness, Glasgow and North Ayrshire)

Managing a portfolio of factored residential property developments across Scotland.

Delivering the agreed business plan for Pentland Community Enterprises.

Growing the business in line with the business plan, with the goal of maximizing asset value, delivering customer satisfaction and revenue for the Group.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

Manage all aspects of the assigned properties including rent setting, rent collection, lease negotiations, contractor performance, tenant placement and all operational performance.

Develop and manage PCE annual budgets.

Report to the PCE Board on operational and Growth matters.

Source and build relationships to expand business opportunities.

Coordinate ongoing maintenance and inspections to comply with the relevant laws, codes and corporate policies.

Manage the PCE Operations Assistant.

**3.2 Key Performance Indicators**

# Achieve business plan objectives.

Budget compliance

# 3.3 Key Contacts – Internal & External

Executive Team – Group

Senior Managers - Group

PCE Board

Tenants

3rd party contractors

Others with growth potential

# Health & Safety

Ensure that Health and Safety guidelines and fire regulations are strictly adhered to

Comply with safe working practices as defined by Cairn Housing Group

Complete online training as and when required

Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work

Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

Be aware of and adhere to Cairn Housing Group policies at all times

Take part in progress/performance reviews throughout the year

Cooperate with other Cairn Housing Group departments

Attend training courses and complete online training modules as required to meet the requirements of the post

Take responsibility for own personal development, seeking out opportunities to learn new skills

Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times

Promote and maintain the brand standards of Cairn Housing Group

**PCE Property Manager**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Letting agency qualification or willingness to work towards the qualification either:   * CIH level 3 certificate in letting and managing residential property * Propertymark qualification in residential letting and property management * Safeagent Foundations lettings qualification * MRICS qualification through the residential pathway   Currently have or are willingness to work towards a professional qualification in property management (factoring) | Degree |
| Experience | 5 years experience in property management |  |
| Knowledge | Proficient in Microsoft Office  Knowledge of Factoring and lease legislation  Working knowledge of affordable housing laws and anti-discrimination legislation |  |
| Skills | Strong Interpersonal Skills  Proven ability to comply with operational policies and procedures, codes and regulations |  |
| Personal attributes | Outgoing personality with the ability to engage and network with third party organisations. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**