

## Management Surveyor Job Description

### Company Profile

Chandler Garvey is a privately-owned firm of Chartered Surveyors and Commercial property Consultants based in High Wycombe, Buckinghamshire with a network of offices covering the Chilterns and Thames Valley region.

The firm has a rapidly expanding property management department that manages numerous sites throughout the region, ranging from small retail and residential investments for private clients, up to large business parks and industrial estates for high-profile clients and funds. The firm also has a growing number of residential block management instructions. A full-time Property Manager is required to lead the team and play a crucial role in developing the department further through proactive management of existing instructions and winning new business.

As a RICS-regulated firm, we are required to adhere to strict industry regulations and act in the public interest, whilst maintaining the highest ethical, professional and technical standards.

Please take a look at our website [www.chandlergarvey.com](http://www.chandlergarvey.com) for more information.

### Role and Responsibilities

It is important that the successful applicant has a good understanding of the key legal requirements of managing residential blocks as well as commercial buildings and an awareness of the RICS standards and codes of practice. Knowledge of relevant health and safety regulations and service charge management is essential, however, training will be provided in support of the role.

The successful applicant will lead the firm's property management department, working closely with the Facilities Manager and Management Accounts to deliver a high standard of service to our clients and occupiers. They will oversee all aspects of the department's activities including service charge budgeting and expenditure, facilities management, health & safety and landlord and tenant matters. The successful candidate will have strong written, numeracy, communication and IT skills, to complement their technical knowledge and will be comfortable dealing with clients, suppliers, tenants and fellow professionals.

In addition to a good working knowledge of the relevant RICS standards, the successful applicant will have experience of managing contractors, tendering/procurement, landlord & tenant law, M&E as well as a wider understanding of the firm's activities, i.e. agency, valuations, acquisitions, marketing etc.

The responsibilities of the role will include:

- Managing all buildings to the highest standards in terms of condition and safety
- Maintaining good relationships with clients and occupiers and timely financial reporting
- Ensuring the firm's property management software and all relevant data is properly managed in accordance with GDPR and kept updated with lease events, new instructions etc.

- Working with Management Accounts to oversee rent, insurance and service charge collection and monitor arrears whilst ensuring clients are kept informed and advised on options for recovering arrears.
- Working with the FM on the tendering/procuring proactive hard and soft FM and other contracts and monitoring contractor performance against KPI's and SLA's
- Undertaking regular site inspections and attending tenant meetings/AGM's
- Working alongside management accounts on service charge budgeting and account reconciliations and ensuring that tenants receive timely service charge information in accordance with the RICS Professional Statement *Service Charges in Commercial Property* (1<sup>st</sup> edition)
- Ensuring compliance with all aspects of health & safety, fire risk management and plant/M&E maintenance
- Advising clients on opportunities to enhance asset value through proactive management initiatives
- Developing strategies for winning new business and retaining existing instructions
- Support the Managing Director and other departments in achieving the firm's wider objectives

### **The Individual**

The successful applicant will be an organised, enthusiastic and proactive individual with experience of managing property and a good understanding of landlord and tenant matters. They will be capable of multi-tasking and prioritising their workload and managing the department to deliver high standards of service and maximising revenues.

Chandler Garvey has built up excellent relationships with our clients and occupiers through professionalism, good communication and a proactive 'can do' approach. The successful candidate will be expected to carry these values and be confident in dealing with clients, contractors and tenants and furthering these relationships.

### **Qualifications and Education Requirements**

Educated to degree standard (relevant property/surveying degree preferable)  
MRICS, ARMA etc. preferred though not essential.

### **Required Skills**

- Experience with property management software systems (training given if required)
- Clean UK driving licence and own vehicle
- Good IT skills essential (especially Excel)
- Strong written and verbal communication skills
- Effective, confident communicator

Please email your CV and covering letter to Mrs Charlie Hughes  
ch@chandlergarvey.com