

# Utility House Property Manager

## Job Description

<b>Post Title:</b>	<b>Utility House Property Manager</b>
<b>Responsible to:</b>	Jane Willis, Utility House Partnership
<b>Contract:</b>	0.2 FTE Employed / 1 day a week
<b>Salary:</b>	£26,000 - £30,000 depending on experience
<b>Hours of Work:</b>	<p>We wish to make this role as flexible as possible and welcome applications from people who wish to work term time only, or who want to combine this role with other caring responsibilities. We are therefore open to discussing ways of balancing the needs of the role with other commitments people may have.</p> <p>The expectation is to work 8 hours per week spread flexibly across a minimum of 2 days per week according to the needs of the role. Some of the work may, at your discretion, be carried out in evenings or out of working hours, but you will need to be available for a minimum of 4 hours per week during working hours, and some of this will require time on site.</p> <p>If urgent problems arise at times when you cannot attend site, you will liaise with the property owner to ensure that someone is available to attend site in your place.</p> <p>You will not be expected to attend site in evenings, weekends or out of normal office hours.</p>
<b>Based at:</b>	Some work can be carried out remotely from home. Our files are all accessible via Microsoft SharePoint. If working from home, the Property Manager will need to attend site to deal with certain issues and tasks. A desk and computer are also available for use at Utility House, 3 York Court, Bristol, BS2 8QF, if the Property Manager would rather work from an office.
<b>Annual Leave:</b>	The role includes five weeks annual leave
<b>Equal Opportunities</b>	We are committed to equality of opportunity for all regardless of age, disability, sex, gender identity and expression, sexual orientation, race, ethnicity, religion or belief.

**Cont.**

## 1. Context

Utility House provides workspace that is welcoming, practical and adaptable, contemporary and bright and meets the needs of Bristol's creative and ethical community.

We are seeking a friendly, capable, organised and efficient Property Manager to manage the building and its community.

We proactively seek tenants who share our approach to life and work and are looking for the same in our Property Manager. We are looking for someone who will take pleasure and pride in ensuring that Utility House continues to be a well-managed space where a friendly and supportive community of creative businesses, charities and not for profit organisations can come and work together.

We currently have 4 tenants:

- [Willis Newson](#), a leading national arts, health and wellbeing consultancy
- [Keo Films](#), a multi-award-winning independent film company
- [We Are Audio](#), a creative audio company, who provide sonic loveliness for sound to picture postproduction, branding, music, and live broadcast projects.
- [Zenstores](#), an ecommerce software company - founded by photography graduates to sell photographic prints online - that supports small online businesses to scale.

## 2. Purpose of the role

You will use your excellent organisational skills to ensure that the building functions smoothly and efficiently, overseeing the regular maintenance and servicing of all aspects of the building including fire safety and alarms, our lift, heating and electrics, as well as cleaning and waste collection.

Your friendly demeanour and excellent communication skills will ensure you develop a good working relationship with tenants, sorting out their queries and needs in relation to building management, and devising ways for tenants to get to know each other, communicate, socialise, and feel connected.

You will enjoy keeping the website up to date and liaising with our graphic designer to ensure that the public face of Utility House is fresh and appealing. And, if a tenant decides to move on, you will lead on marketing and advertising for new tenants.

Your love of efficient systems and processes coupled with amazing attention to detail will enable you to oversee and manage building administration including online bookkeeping, keeping records of suppliers, and ensuring that all essential checks and tasks are carried out when they need to be.

You may be asked to lead on redecoration, improvement or enhancement projects as and when needed. We are currently installing new signage and hope to freshen up the ground floor later in 2022.

As well as managing Utility House, you will also support marketing, communications and admin in relation to Swinfen's Yard, a mixed-use development of small shops and offices in Stony Stratford owned by one of Utility House's partners.

Support and training will be provided where needed.

**Cont.**

### **3. Utility House Main Tasks**

#### **Regular Servicing and Checks**

- Intruder Alarm System
  - Ensure quarterly maintenance checks
  - Order new alarm fobs as needed
  - Deal with errors or failures of alarm system
- Fire Alarm System
  - Ensure quarterly maintenance checks carried out
  - Ensure monthly fire alarm tests
  - Ensure Fire Extinguishers are tested 6-monthly
  - Ensure Safety Lights are regularly tested
- Lift
  - Ensure quarterly maintenance checks carried out
  - Manage any repairs needed
- Plumbing
  - Ensure the boiler is regularly serviced and repairs and maintenance is carried out as needed
- Electrics
  - Ensuring EISC are carried out on change of tenants

#### **Cleaning and Waste Collection**

- Manage the waste collection and cleaning contracts
- Ensure bins are stored neatly in bin store area, locked and tenants have keys
- Ensure the common areas, including the front of the building, are clear and clean
- Check and order cleaning supplies
- Arranging graffiti removal when needed

#### **Repairs and Maintenance**

- Manage small repairs, contacting handymen, plumbers, electricians etc as needed. For example:
  - Replacement of communal light fittings
  - Redecoration of common areas
  - Replacement of broken toilet seats

#### **Tenant Management**

- Manage tenant's queries re alarm, heating, car park etc. This may include attending site to sort out problems as and when they arise.
- Keep a record of when each tenancy ends and negotiate extension of tenancy or end of tenancy 4 months prior to the end

#### **Environmental Enhancements**

- Work with the building owner to consider areas where the building could be enhanced, for example:
  - Enhance the planters at the front of the building
  - Colour and imagery to the downstairs bathroom / lobby
  - Window vinyl / curtains in the meeting room

#### **Accounts and Invoicing**

- Work with the bookkeeper to
  - Issue quarterly tenants' invoices
  - Log supplier invoices as bills onto XERO
  - Pay supplier invoices

**Cont.**

### **Marketing and Communications**

- Liaise with designer to create new brochures for properties as they become vacant
- Commission new photography as and when needed
- Keep the Utility House website up to date
- Advertise studio spaces that become vacant and deal with enquiries

### **Admin**

- Ensure the Tenant Handbook is up to date and comprehensive
- Digital and paper filing of invoices and other paperwork
- Keeping records of safety and maintenance checks
- Taking monthly meter readings for gas and electricity
- Maintain records of when utilities, telephone and internet contracts end and negotiate best new contracts when needed
- Ensure office printers are working and order paper and toner as required
- Deal with returning ex-tenants' post
- Send Christmas presents / cards to main suppliers

### **Utility House Community Management**

- Devise and deliver ways of enabling the Utility House community to get to know each other, communicate, socialise, feel connected. For example:
  - Christmas drinks, Friday drinks, shared lunches
  - Tenants WhatsApp group
  - Tenants Notice Board

## **4. Swinfen's Yard Main Tasks**

### **Marketing**

- Liaise with designer to create new brochures for properties as they become vacant
- Commission new photography as and when needed
- Ensure the Swinfen's Yard and Little Shops websites are kept up to date with new tenants details
- Love Stony Facebook activity

### **Accounts and Invoice Payments**

- Liaise with the Swinfen's Yard Property Manager and Accountant to
  - Pay invoices online
  - Log bills on XERO as necessary

### **Tenant Community / Communication**

- Identify ways of supporting tenants to feel looked after and part of a Swinfen's Yard community e.g.
  - Sending Christmas cards
  - Promoting their businesses via Swinfen's Yard Facebook

### **Admin**

- Filing and record keeping
- Order and send Christmas thank you presents to key suppliers

**Cont.**

## 5. Person Specification

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Practical knowledge and / or experience of building maintenance and management</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of using bookkeeping and financial systems</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience in sourcing, tendering and managing trades to deliver maintenance, repairs and redecoration</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of setting up and managing administrative systems</li> </ul>		✓
<b>Skills</b>		
<ul style="list-style-type: none"> <li>Good IT skills, including knowledge of a range of software packages (Excel, Xero, Office 365)</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Flexibility and adaptability to juggle a range of different tasks effectively and efficiently</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good project management skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good written skills ensuring an ability to produce well written, accurate and well-presented text</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good verbal communication skills including listening, summarising, influence and negotiation</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Creative thinking and practical problem-solving skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent interpersonal skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good organisational and time management skills</li> </ul>	✓	
<b>Personal Aptitude / working style</b>		
<ul style="list-style-type: none"> <li>Ability to work on own initiative and prioritise a complex range of tasks with minimal supervision</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Honest and reliable</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Thorough and methodical with excellent attention to detail</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Discretion and an understanding of confidentiality issues</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to focus own role on the needs of the building, deciding priorities and deciding how to achieve them effectively</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work effectively on several projects at one time</li> </ul>	✓	
<b>Other</b>		
<ul style="list-style-type: none"> <li>Current driving license and use of car</li> </ul>		✓

Cont.

## 6. How to Apply

To apply for this role, please send:

- A current CV
- A cover letter (no longer than 2 sides of A4) explaining the skills, experience and attributes that you will bring to the role and why you are interested in it
- The names and contact details of two work referees

to: [info@utilityhousebristol.co.uk](mailto:info@utilityhousebristol.co.uk)

The closing date for applications is 7<sup>th</sup> February 2022, 12 noon.

Following the closing date, 3-5 candidates will be invited to interview w/c 14<sup>th</sup> February 2022.

## 7. Further Information

If you would like more information or an informal chat about the role to find out whether it might be a good fit for you, please telephone Jane on 07973 409450 during working hours (Monday – Friday, 9am – 5pm).