



## Job Profile and Person Specification

<b>Post:</b>	Estates Manager (Markets)
<b>Reporting Relationship</b>	Markets Manager
<b>Salary:</b>	Grade 7: £44,101 - £51,285 Non-standard working practices apply (circa £5,300)
<b>Summary of Role:</b>	<p>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.</p> <p><b>Key responsibilities &amp; accountabilities will include:</b></p> <ul style="list-style-type: none"> <li>• Navigate complex landlord and tenant matters, including rent reviews, lease renewals, rent arrears, and new lettings.</li> <li>• 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.</li> <li>• Manage a nominal team and undertake relevant line management duties.</li> <li>• Deputise for the Markets Manager.</li> <li>• Create and monitor service charge and other budgets, including adjustments and journals as required.</li> <li>• Manage income and expenditure against targets.</li> <li>• Provide expert advice in relation to lease and service charge accounting procedures.</li> <li>• Manage and administer various contract(s).</li> <li>• Ensure adherence with KPI's.</li> <li>• Co-ordinate repairs and maintenance, health and safety requirements, legislative and statutory requirements.</li> <li>• Lead general estates management initiatives and actively participate in asset management tasks and general queries.</li> <li>• Prepare and deliver accurate management and Committee reports providing specialist advice and recommendations.</li> <li>• Manage a demanding workload and ensure that the key tasks are carried out in a professional and effective manner.</li> <li>• Responsible for ensuring Health and Safety and risk management procedures are understood and adhered to.</li> <li>• Represent City Markets at external forums and events.</li> <li>• 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.</li> <li>• Provide standby cover to meet operational requirements for incidents occurring out with normal working hours (NSWP).</li> </ul>

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

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CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Delivering Results - Motivation</b> (level 2)	<ul style="list-style-type: none"> <li>Balance any conflicting priorities when you need to.</li> <li>Give out work and delegate to other people, based on their strengths and how much time they have.</li> <li>Organise people and work in the best way to achieve results.</li> <li>Enjoy a challenge and work well even when time is short, and things are difficult.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<b>Delivering Results – Planning and delivering change</b> (level 2)	<ul style="list-style-type: none"> <li>Produce complete, detailed and realistic project plans.</li> <li>Prioritise your own and other peoples work, based on business needs.</li> <li>Organise and Plan events, activities and resources to make sure that projects or goals are met withing agreed timescales.</li> <li>Uses the right skills to manage projects successfully and get the right results.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<b>Personal Effectiveness - Communicating</b> (level 2)	<ul style="list-style-type: none"> <li>Choose the best way for communicating for your audience and situation.</li> <li>Can keep themselves and team focused on the most important things but let other people express their views.</li> <li>Can produce clear, concise and easily understood written communications.</li> <li>Can share relevant and important information on time, with your team.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<b>Personal Effectiveness Decision Making</b> (level 2)	<ul style="list-style-type: none"> <li>Can explain why decisions have been made and use examples to support them.</li> <li>Can make sensible decisions after getting all the information</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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	<p>required and thinking about alternative options.</p> <ul style="list-style-type: none"> <li>• Confident to say what needs to be said and do it.</li> </ul>		
<b>Providing Excellent Customer Service – Collaboration (level 2)</b>	<ul style="list-style-type: none"> <li>• Encourage people to share information so that they can achieve the right outcome.</li> <li>• Ask for help from colleagues or experts outside of the Council.</li> <li>• Try to improve your team's performance as well as meeting personal goals.</li> <li>• Build strong relationships with colleagues and customers, beyond just working together on shared tasks.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview