



Job Description

Job Title:	Land and Property Manager (permanent)
Salary:	NJC Scale Points 37-41 (£45,441-£49,498 plus £5,000 Market Skills Allowance for qualified Chartered Surveyors).
Place of Work:	Manor House, Grange Road, Malvern, WR14 3EY.
Hours of Work:	Full time or part time by negotiation.
Responsible to:	Chief Executive Officer.
Responsible for:	Possible line management responsibilities in the future. Contractors.
Key Relations:	Internal: CEO, Conservation Manager, Secretary to the Board (SttB), Operations Manager, Finance and Administration Manager, wardens and field staff.
External:	Solicitors, land agents and other professional advisors, statutory undertakers, neighbours and the public.

The area

The Malvern Hills is a much loved and nationally important landscape. Over 1,000,000 visits are made each year and the view from the top of the Hills has been voted one of the best in Britain. Much of the land cared for by the Trust lies within a National Landscape, as well as containing Sites of Special Scientific Interest and a number of Scheduled Monuments.

The organisation

Malvern Hills Trust (MHT) is a statutory body established by Act of Parliament in 1884 and is also a registered charity. MHT owns or manages around 1,200 ha (3,000 acres) of the Malvern Hills and Commons. The duties and responsibilities of the Trustees are set out under the 1884 Act and four subsequent Acts and include:

- Preserving the natural aspect of the hills
- Protecting and managing trees, shrubs, turf and other vegetation
- Preventing unlawful digging and quarrying
- Keeping the hills open, unenclosed and unbuilt on as open spaces for the recreation and enjoyment of the public.

MHT is also responsible for conserving and enhancing biodiversity, Sites of Special Scientific Interest and Scheduled Monuments on its land.



Malvern Hills Trust

MHT's two main sources of income are a levy charged to local Council Tax payers in Malvern town, Guarlford, Malvern Wells, West Malvern, Colwall and Mathon and the revenue from car parks on its land. Copies of the annual accounts are available on the website <https://www.malvernhills.org.uk/looking-after/annual-review-and-accounts/>

The Role

To oversee all aspects of land and property management for MHT, in line with the Malvern Hills Acts of Parliament, including:

- protection of MHT land and property and provision of safe visitor services;
- dealing with enquiries about and applications for easements or wayleaves, including, as required, liaison with land agents, solicitors and other professional advisors;
- managing deeds and documentation;
- managing licences for activities on MHT land and property; and
- managing building and infrastructure as needed.

Equal opportunities

The Malvern Hills Trust welcomes applications from individuals of all backgrounds and abilities who meet the essential criteria for this role. It is our aim to foster a culture that embraces equality and values diversity which will help us to ensure that everyone feels involved and included in our plans, programmes and activities. A copy of our Equality, Diversity and Inclusion Policy may be found on our website.

Key duties and responsibilities:

1. Provision of visitor infrastructure

Ensure safe and welcoming provision of visitor infrastructure and effective management of MHT land and property, including:

- monitoring public use of the land, including events;
- monitoring and maintaining infrastructure (toilets, litter picking, bin emptying, maintaining paths and open areas);
- managing car parks, parking machines and parking arrangements; and
- caring for the landscape, wildlife and archaeological features found on the land.

2. Boundary and real property management

Resolve boundary and land and property incidents escalated for further action by the MHT wardens, other staff or the public. Work with staff, solicitors or police to address boundary encroachments, breaches of byelaws e.g. unauthorised encampments, rough sleeping and third-party issues (e.g. leaking pipes, flooding etc.). Pursue damage costs claims against relevant individuals and bodies.

3. Car parking

Oversee operation of all car parking facilities including implementation of the snow plans. Liaise with providers of aspects of the car parking system and ensure seamless interfaces.



4. Easements, wayleaves and third-party projects

In coordination with the CEO, Conservation Manager (CM) and the Board of Trustees, be responsible for the management and administration of applications to MHT for easements, variations to easements, deeds of grant, wayleaves and other land related legal matters. This will include liaison with land agents, solicitors, other advisers, neighbours, statutory undertakers and promoters of infrastructure projects.

5. Land acquisition, registry and archiving

Support the CEO and others in the assessment and acquisition of new land. Proactive registering of new land and addressing boundary anomalies on MHT land. Maintain databases and an archive of all relevant documents pertaining to MHT landholdings, easements and wayleaves.

6. Licensing

Responsible for all licensing relating to MHT land including catering concessions, fairs, circuses and other public events on Link Common. Establishing and administering improved fee structure for third party events on MHT eg sponsored walks, filming etc. Establish and implement licensing policies and procedures for other activities on MHT land including business activities (e.g. hang glider training and dog walking) and parking on easements where properties have no parking within their curtilage.

7. St Ann's Well

Responsible for liaising with the tenant of St Ann's Well to ensure compliance with the terms of the lease, ensure the fabric of the buildings is well maintained and to arrange/ carry out relevant health & safety and building inspections.

8. Planning

Asses the implications of any new planning policy documents or other public plans or projects that pertain to MHT land and respond to the promoting authority accordingly. Review the weekly planning list of all relevant local authorities to check for applications that might impact on MHT land and respond to the planning authority accordingly. Represent MHT at any relevant examinations in public or public enquiries. Tracking the outcome of planning cases to determine the outcomes and follow up where new easements or deeds of variation may be required.

9. Managing Trust buildings

Manage the Trust property portfolio i.e. its operational sheds and office building. Initiate and project manage Trust building and infrastructure projects as required including: completion of well restoration works at St Ann's Well, refurbishment of the offices at the Manor House and creation of new facilities for staff and volunteers at the Lower Shed.

10. Provision of safe and welcoming visitor services

Provide good, safe and accessible access to MHT land and property. Lead on visitor surveys and monitoring visitor satisfaction. Make a significant contribution to people's confidence in MHT land and property, contributing to marketing and communications planning and applying for appropriate accreditation systems.



11. Other Duties

- To represent the organisation and act as Deputy CEO when required.
- Attending Board and committee meetings and making written and verbal reports.
- Ensure health & safety and GDPR compliance is embedded in all activities.
- Attending team meetings and liaison and coordination with other staff as required.
- To support colleagues with the smooth running of MHT.
- To undertake any other duties which may from time to time be required.

Person specification:

- Educated to degree standard or equivalent by experience.
- Hold a chartered surveyor qualification or be working towards it.
- Member of a relevant professional body e.g. RICS or CAAV.
- Competent in Microsoft Office software including use of spreadsheets.
- Experienced in the use of geographic information systems or have the aptitude to learn and apply them.
- Able to manage difficult issues with a level of sensitivity in contribution to the Trust's overall reputation.
- Good negotiator.

Malvern Hills Trust reserves the right to alter the contents of this job description after consultation with the post holder to reflect changes to the job or service provided without altering the general character or level of responsibility.

Deborah Fox, Chief Executive Officer

September 2024