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<b>Job Title</b>	<b>Property Manager</b>
<b>Reports to</b>	Head of Asset Management
<b>Team</b>	Asset Management
<b>Directorate</b>	Parish Property and Fundraising
<b>Location</b>	London Diocesan House, 36 Causton Street, hybrid (minimum three days on-site)
<b>Requirements</b>	No DBS Required

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<b>Job Purpose</b>	The role supports the Asset Management team in the strategic and operational management of a mixed-use central London property portfolio, ensuring assets are optimised for performance, value, and sustainability. Specifically, the postholder is the lead property management contact for defined portfolio of c.130 internal clients in central London, is the internal consultant for property management issues across whole Diocese of c.1500 assets and supports the case work of transaction-based asset managers and the Head of Asset Management
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<b>About the London Diocese Fund (LDF) and the Diocese of London</b>	The Diocese of London is the group of Church of England organisations located in London, north of the River Thames. It is overseen by the Bishop of London and is made up of parishes, schools, chaplaincies, missional communities, and other organisations across 18 Boroughs.
	The London Diocesan Fund (LDF) is the main charity that supports the work of the Diocese as a whole by generating income, providing a wide range of services and paying and housing its clergy.

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<b>Our Mission, Values, Ambitions and Priorities</b>	<b>Mission:</b> <i>To enable every Londoner to encounter the love of God in Christ.</i>
	<b>Ambitions:</b> <i>Confident Disciples, Compassionate Communities, Creative Growth.</i>
	<b>Priorities:</b> <i>Growing Younger, Safer Churches, Striving for Racial Justice - to reach every Londoner, we need to reflect the diversity of our city and be a welcoming, safe place.</i>

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<b>Equality, Diversity, and Inclusion Statement</b>	The Diocese of London is committed to creating and sustaining a diverse and inclusive workforce which represents our context and wider community. We are aware that those of Global Majority Heritage/United Kingdom Minority Ethnic (GMH/UKME), women, and disabled people are currently under-represented among our clergy and workforce, and we particularly encourage applications from those in these groups with the relevant skills and experience that will increase this representation.
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<b>Safeguarding Statement</b>	The Diocese of London is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.
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## Job Scope

Direct and indirect reports	None
Budget responsibilities	Assist with budget tracking and reporting
Revenue responsibilities	<ul style="list-style-type: none"><li>• <b>3 externally managed service charge properties (£300kpa)</b>. Find, exploit and deliver opportunities for reductions in Landlord's service charge and repairing liabilities, full recharges to tenants, effective supervision of external managing agents and the efficient and safe management of directly-managed properties.</li><li>• <b>Lead Asset Management surveyor</b> for defined portfolio of c.130 internal clients in central London</li><li>• <b>Lead Property Management advisor</b> across c.450 internal clients (c.1,500 assets)</li></ul>
Key Relationships	Internal teams (Finance, Legal, Property Management), Key stakeholders (Clergy, Parochial Church Councils (as local trustees) tenants, agents, contractors)

## Job Responsibilities

### Directly Managed Portfolio

- Oversee service charge property management with appointed agents.
- Manage lease extensions, renewals, rent reviews, and freehold claims under the Leasehold Reform Act.
- Design and monitor property performance metrics and prepare reports
- Handle tenant requests for alterations, assignments and under-lettings
- Appoint and manage external consultants as needed.
- Collaborate with project managers and consultants on property refurbishments and building projects.
- Assist in the design and implementation of property management plans across the portfolio to optimise efficient performance of estate
- Support lease negotiations, rent reviews, and lease renewals.
- Support the Finance team on rents, ground rents and insurance premium recovery.

### Indirectly Held Portfolio– Acting as Trustee

- Win trust of internal clients and stakeholders.
- Help optimise the potential of Church land and property to support its mission.
- Organise and contribute to stakeholder engagement activities
- Liaise with PCCs and tenants to encourage high standards of maintenance and tenant satisfaction
- Provide strategic asset management advice and support to Parishes.

### General

- Conduct market research and financial analysis to support operational decisions

- Help digitise and maintain property management data and documentation
- Support development of organisational culture.
- Participate in ESG and Net Zero initiatives related to the property portfolio
- Liaise with insurance brokers on matters relating to LDF properties, including closed churches

**Qualifications, experience, knowledge, skills, and other requirements**

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b><i>Education and experience</i></b>		
Degree in Real Estate	<b>X</b>	
Interest in London commercial and/or residential real estate	<b>X</b>	
Excellent communication and interpersonal abilities	<b>X</b>	
Previous internship or work experience in property and asset management	<b>X</b>	
Evidence of rapid assimilation into new legal regimes		<b>X</b>
<b><i>Knowledge and skills</i></b>		
Strong analytical and numerical skills	<b>X</b>	
Proficiency in Microsoft Excel, Word, Powerpoint, Sharepoint	<b>X</b>	
Knowledge of UK property law and lease structures	<b>X</b>	
Knowledge of UK Charity Law, Ecclesiastic Law		<b>X</b>
Experience with industry specific programmes such as property management software, online resources	<b>X</b>	
Experience with Argus, Kel, Argus Developer, PowerBI		<b>X</b>
<b><i>Other requirements</i></b>		
Commercial acumen and desire to excel	<b>X</b>	
Ability to advocate with empathy	<b>X</b>	
Right to work in UK	<b>X</b>	

<b>Person Specification – Competencies and Behaviours</b>	
<b>Focus on Self</b>	Recognises impact of own behaviour and emotions on self and adjusts accordingly
	Respects and represents the organisation in an honest, ethical, and professional way and helps others to understand their obligations to reflect expected standards of behaviour
	Recognises and adapts to individual differences and perspectives in culture, style, and viewpoint
	Listens to, acknowledges and is responsive to diversity of experiences, perspectives, values, and beliefs

<b>Focus on Others</b>	Tailors communication to the audience and clearly explains complex concepts and arguments to create shared understanding; Creates opportunities for others to contribute to discussion and debate, and avoids dominating discussions
	Works intentionally towards effective partnerships with other workgroups as applicable

<b>Person Specification – Competencies and Behaviours</b>	
<b>Focus on Others</b>	Influences others with a fair and considered approach and sound arguments based on facts, knowledge, and experience, in order to achieve agreement and consensus
	Models and promotes teamwork and encourages a culture of recognising the value of collaboration; fosters productive working relationships and builds culture of consultation and works proactively to overcome barriers to collaboration
<b>Focus on Team</b>	Identifies and follows safe work practices; takes action to address hazards, near misses and incidents
<b>Focus on Service</b>	Provides service appropriately and responsively to the needs of people; confirms satisfaction with services and addresses or escalates complaints
	Initiates, prioritises, consults on and develops individual and team service delivery goals, strategies and plans; monitors progress against aims and goals of the team/unit when prioritising own and others' work; evaluates achievements and adjusts future service plans accordingly
	Uses funds responsibly; uses operational knowledge to contribute to financial and resourcing decisions ; identifies and reports risks to financial and physical resources
	Supports and acts in compliance with the records, information, and knowledge management requirements of LDF
<b>Focus on Organisation</b>	Utilises understanding of LDF strategic direction and focus; supports the achievement of team goals that align with strategic objectives
	Researches and analyses information and makes recommendations based on relevant evidence Identifies issues that may hinder completion of tasks and finds appropriate solutions

*Note: The precise duties and responsibilities of any job may be expected to change over time.*