

About us...

Lincolnshire



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:

Assisting with the management of the day to day organisation of commercial and residential tenanted property resources, ensuring delivery of the very highest standards in customer care, long term profitability and resilience in the current market.

Your hours

- 37.5 hours per week

You'll report to

- Group Property Management Manager

Your relationships:

- Colleagues within the Property Management Team and the overall Property team.
- Colleagues within the wider organisation which include Marketing, Membership, Information Systems, Human Resources, Health & Safety, Finance, etc.
- External contacts will include those local agents and stakeholders.

What you'll bring to us:

- An appropriate degree level qualification, ideally with experience in dealing with property management is essential.
- Recently qualified as a member of the RICS.
- An appreciation of the purpose and approach of Lincolnshire Co-op Ltd
- Understanding of commercial, residential landlord and tenant law.
- Knowledge and understanding of Health & Safety in relation to property.
- A full driving licence with access to a vehicle for business use.

Financial responsibility

- Setting the service charge budgets for the shared sites and managing the expenditure throughout the service charge year, assisting the finance team with the year end reconciliations.
- Managing contractor works, ensuring best value for the Society.
- Regularly liaising with Finance to manage tenant rent payments and instructing on arrears recovery.
- Managing sites with landlord liability for vacant space to mitigate business rate contributions, alongside monitoring utility consumptions and reviewing service charge contributions.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

<div>Your duties and responsibilities:</div>	<ul style="list-style-type: none">- Working as part of the in-house Property Team at Lincolnshire Co-op to effectively manage and develop the Society’s property portfolio.- Ensuring that properties are maintained in an appropriate condition for their current and future use.- Ensuring that any vacant space is managed, inspected and maintained in repair and in line with the requirements of our insurers.- Liaising with agents and colleagues to ensure that property is placed on the market to let and that any marketing is fresh with property being promoted in a positive light.- Dealing with letting applications proposed by our agents in a timely manner, ensuring the relevant applicant checks are completed in line with property policy.- Ensuring tenants are provided with the relevant compliance documentation ahead of moving into premises and that they are provided with all relevant information.- Dealing with tenant requests for assignments, alterations, rent reviews and lease renewals.- Reporting in relation to lettings, property inspections, repairs, rent reviews, lease renewals, dilapidations etc.- Conducting the day-to-day management of the property portfolio.- Ensuring compliance with relevant regulations, including health and safety requirements.- Taking ownership of remedial actions, ensuring they are pro-actively dealt with.- Creating and maintaining up-to-date property records; aligned with Society systems.- Taking ownership of property at lease end/termination to ensure that dilapidations are dealt with in a timely manner, obtaining compliance certification from the tenant.- Carrying out property and tenant inspections in line with property policy.- Producing service charge budgets, year-end reconciliations through liaison with Finance colleagues.- Considering any minimum energy efficiency standards in relation to commercial and residential premises when undertaking any works or refurbishing property.- Completing any other reasonable duties which may be aligned with the level of responsibility of this role.
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Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.
- Following through on promises and commitments.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.



Your behaviours

- Adhering to Principles and Values
- Presenting and Communicating Information
- Relating and Networking
- Working with People

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will adhere to the principles and values of the Society by:	<ul style="list-style-type: none">- Being honest, transparent and consistent in all actions and communications.- Treating others with dignity and respect, valuing their diversity and different perspectives.- Listening actively and consider the opinions of others.- Taking accountability for my actions and decisions.- Fostering a spirit of teamwork, co-operation and positive relationships.
I will present and communicate information clearly by:	<ul style="list-style-type: none">- Tailoring my communication to the level of understanding and background of the audience.- Paying close attention to others when they speak.- Providing examples to illustrate complex concepts to make my message more relatable.- Encouraging feedback and questions from colleagues to clarify understanding.
I will build a network of customers and colleagues by:	<ul style="list-style-type: none">- Offering value to my network by sharing relevant insights, information, or resources.- Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.
I will work collaboratively with my colleagues by:	<ul style="list-style-type: none">- Demonstrating an interest in and understanding of others.- Recognising and rewarding the contribution of others.- Listening and consulting with others and communicating appropriately.- Supporting and caring for colleagues.- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.