

About us...

Lincolnshire



Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – *what you need to know*

Job purpose:

- Managing the Society's property portfolio to maximise value, compliance, and operational efficiency.
- Overseeing landlord and tenant matters, ensuring professional, consistent, and commercially focused property management.
- Leading lease events, acquisitions, disposals, and asset management strategies to support business growth.

You'll report to:

- Group Property Management Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- Internal teams including Legal, Property Management, Finance, Health, Safety and Security and other trading area managers to deliver effective property solutions.
- Contractors, managing agents, surveyors and external consultants to maintain high standards of property management and service delivery.
- Liaising with tenants to resolve issues, support operational needs and manage tenancy agreements effectively.
- Solicitors for lease negotiations, renewals and other transactional activities.
- Board members, providing clear, well-prepared reports and updates on property performance and strategies.
- External regulatory bodies, local authorities and rating consultants to ensure compliance and optimise business outcomes.

What you'll bring to us:

- RICS-qualified Chartered Surveyor status, with substantial experience in commercial property management.
- Strong working knowledge of Landlord and Tenant Law, including the Landlord and Tenant Act 1954.
- Demonstrable experience in lettings, rent reviews, lease renewals, restructuring, and dilapidations management.
- Understanding of Health & Safety legislation as it relates to property and facilities management.
- Knowledge of rating law and experience in managing rating reviews.
- Proven track record of establishing and managing commercial property service charges.
- Excellent commercial awareness with the ability to identify opportunities and negotiate effectively.
- Strong communication and relationship-building skills with internal and external stakeholders.
- Experience in preparing Board-level reports and managing departmental policies and risk registers.
- Full UK driving licence and willingness to travel across the Society's property portfolio.



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">- Managing all aspects of the Society’s commercial and residential property portfolio to maximise value, ensure compliance, and support operational success.- Overseeing lettings, rent reviews, lease renewals, restructures, and dilapidations to optimise income and protect asset value.- Maintaining accurate asset management plans for each property, ensuring alignment with long-term business strategy.- Ensuring properties are maintained in appropriate condition for current and future operational needs.- Liaising with tenants, contractors, agents, and consultants to resolve property issues and maintain strong working relationships.- Working with internal teams (Legal, Finance, Health & Safety, Property Management) to progress lease events, surveys, and compliance checks.- Monitoring compliance with the Landlord and Tenant Act 1954, Service Charge Code, MEES regulations, and other statutory requirements.- Conducting regular property inspections to identify maintenance requirements, safety concerns, and potential opportunities.- Supporting rating reviews by liaising with external consultants to minimise liabilities and ensure accurate valuations.- Producing well-evidenced Board reports and papers to support asset management decisions and investment proposals.- Providing input into the departmental risk register, identifying risks and recommending mitigation measures.- Managing external surveyors, contractors, and other third-party suppliers to ensure service quality and cost control.- Negotiating lease terms, service charge agreements, and other contractual arrangements to secure favourable outcomes for the Society.- Creating and maintaining departmental policies to ensure consistent, professional property management standards.- Supporting acquisitions and disposals by preparing property packs, due diligence information, and commercial recommendations.- Co-ordinating with solicitors on drafting queries and transactional documentation to facilitate smooth lease events.- Reviewing and approving service charge budgets to ensure transparency, fairness, and alignment with legal obligations.- Implementing asset strategies to meet environmental and sustainability regulations, ensuring operational readiness for future legislation.- Updating and monitoring the property management system to ensure accurate data on rent, lease lifecycle events, and property performance.- Collaborating with trading areas to identify development or improvement opportunities that support growth.
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Together we **THRIVE**...

- **Trustworthy** – we do what we say we’ll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone’s contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

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

I will be trustworthy by:	<ul style="list-style-type: none">- Delivering accurate, timely property reports and advice to support sound decision-making.- Maintaining compliance with all property legislation, regulations, and Society policies.- Honouring lease terms, contractual obligations, and service commitments with integrity.- Building confidence through consistent, professional management of the property portfolio.
I will be helpful by:	<ul style="list-style-type: none">- Supporting tenants, colleagues, and stakeholders with responsive property solutions.- Sharing expertise and insight to guide property-related decisions across the Society.- Collaborating with internal teams to resolve operational and lease issues effectively.- Providing clear, practical advice to help colleagues navigate property challenges.
I will be respectful by:	<ul style="list-style-type: none">- Listening to tenant feedback to shape property maintenance and service delivery.- Valuing input from diverse stakeholders when developing asset management strategies.- Engaging constructively with contractors and partners to achieve mutual goals.- Treating all stakeholders with fairness and professionalism in negotiations.
I will inspire others by:	<ul style="list-style-type: none">- Demonstrating excellence in property management practices and professional standards.- Championing innovative approaches to enhance asset value and sustainability.- Encouraging colleagues to adopt proactive, solutions-focused approaches to challenges.- Leading by example in ethical, transparent commercial property dealings.
I will value people by:	<ul style="list-style-type: none">- Acknowledging the efforts of contractors, colleagues, and partners in delivering outcomes.- Celebrating successful lease negotiations and asset improvement projects.- Recognising team contributions to maintaining property standards and compliance.- Highlighting the impact of effective property strategies on Society success.
I will empower others by:	<ul style="list-style-type: none">- Enabling colleagues to suggest improvements to property management processes.- Encouraging ownership of property projects and lease events within the team.- Supporting professional development and continuous learning in property disciplines.- Providing frameworks and tools that allow for confident, informed decision-making.