

Job Description

Job Title	Senior Building Manager
Business Unit	Workplace and Property Management
Location	Kensington, West London
Reports To	Associate Director, FM

Background & Overall Purpose of Job

Barkers of Kensington (BoK) and 99 Kensington High Street (99KHS) are two large iconic mixed-use sites in the heart of Kensington. Currently Bok is undergoing a major refurbishment, whilst retaining the retail occupiers in operation. This fit out is due to complete in 2025. 99 Kensington High Street is a listed occupied mixed-use property, famous for Kensington Roof Gardens, it has its own quirks that make it an interesting and challenging site to manage. The site is planned for significant reconfiguration and refurbishment itself following the completion of works at BoK.

The long-term Client vision for both these sites is to ultimately provide first class office space and unrivalled occupier experience in the heart of West London, and this is not limited to service delivery by the operational teams but also the performance of the building services that support every occupier and includes the use of Tech to drive building performance. We are looking for a forward-thinking Building Manager to be involved across both sites initially to manage the fully occupied property 99 Kensington High Street and work closely with the Refurbishment Contractors & Asset Managers to support the refurbishment of Bok and provide input into the remobilisation of the site to BAU, as well as maintaining AY responsibilities in the common areas at Bok accordingly. The role is supported by an Assistant Building Manger across both sites, but the team will evolve as the stages of Construction and fit out evolve and will grow in line with this accordingly.

The Building Manager will contribute to the building's strategies in conjunction with the client's Asset Manager and Property Management Surveyor to take the buildings in turn through refurbishment and then from PC to occupation and then into BAU and beyond.

Customer and stakeholder engagement at all levels and stages is a key requirement.

Main Duties, Responsibilities & Accountabilities

General Duties

Work with the AY and Client teams to ensure the smooth running of both sites. Manage, plan and co-ordinate the physical and environmental conditions within the multi-occupied buildings as designated and with full liaison with occupiers and stakeholders. Ensure all services necessary are provided for the full and effective operation of the buildings in accordance with the provisions of the leases, and as directed by the Management Surveyor.

- Liaise regularly with all the occupiers, keeping them informed of all works and services within the buildings
- Work closely with the Refurbishment Contractor where the refurbishment will impact the common areas or other occupiers, to co-ordinate and communicate accordingly.
- Keep updated Contacts, reports and data on all aspects of the property.
- Regularly inspect the buildings including all common parts areas i.e., such as corridors, fire escape routes, plant rooms, roof areas, service areas, car parks etc. Record issues and take and record actions accordingly.
- Oversee occupier fault reporting and day to day issues and utilising the AY Service desk, monitor reactive performance levels via the CAFM system ensuring that service providers achieve their contracted SLA/KPIs.
- Ensure that all insurance claims are satisfactorily handled
- Assist with the completion of Way leave Agreements and Licences to Alter.
- Assist the Management Surveyor in the provision of formal written reports and attend client meetings as required.

- On-going management of energy, sustainability and initiatives, potential for future initiatives such as Bream in Use, Well Programmes etc.
- Establish close co-operation and liaison with all local authority departments, local organisations, Business Improvement Districts and businesses and associations as are necessary in connection with the successful operation of the building

Contract Management

- Attend regular contractor/service provider meetings and take specific ownership for managing the contracts at site. Inspect site records, method statements and contracts specifications for these contracts on a regular basis. Monitor contractor performance, attendance, cost and value. Benchmarking for quality & costs and adequacy of the contract on a regular basis and in any resultant Tenders.
- Work with AY Procurement and Set up service contracts required for the site following hand back of areas and PC and taking overall responsibility of the day-to-day management and provision of facilities services.

Health & Safety and Compliance.

- Utilising the Clients Compliance system, ensure that all safety records, statutory inspections, reports and documentation are retained and up to date at the properties. Report any unsafe acts/defects to Avison Young Client immediately. All necessary documentation must be on site and always complied with , both in Landlords and Occupiers areas.
- Fire precautions are to be always monitored and adhered to ; the Building Manager is to ensure that the weekly fire alarm test, emergency light test, sprinkler valve test and fire evacuation drills are completed at the required frequency and logged.
- Ensure the instruction or management of the following:
 - Health and Safety Risk Assessment is undertaken annually.
 - Fire Risk Assessment is undertaken annually
 - Water Risk Assessment
 - On Site / Online Logbooks maintained up to date
 - Fire Safety records
 - Water Hygiene records
 - Records for specific Authorities to Access (ATA) / Permits to Work (PTW)
 - Mechanical and Electrical Engineering maintenance records
 - Cleaning reports and method statements
 - Drawings / Building Data kept accurate and up to date.

Environmental

- Review Landlord 's electricity consumption levels, in conjunction with the energy consultant and AY Environmental Policy.
- Undertake regular audits of the building 's consumption.
- Manage the Energy Consultant relationship and the recharge process for Occupiers ' utility consumption ensuring metering arrangements are fully understood and correct data is submitted monthly, and recharges / demands issued by the Client Accountant.
- Develop plans for the enhancement of the building, security measures and energy saving initiatives in conjunction with the occupiers and building management team in line with AY / Client Environmental Policy.

Budget Control

- Determine priorities for repair, enhancement, and modification of the building services facilities and equipment in line with the Clients plans for the site and in agreement with AY property managers.
- Approve expenditure, within given authority levels, on building services expenditure and monitor service charge

expenditure within all relevant properties.

- Prepare the annual service charge budget which is to be considered and reviewed by the AY Property Manager. This must be completed as per the AY budget calendar and at least 3 months before the current service charge year end.
- Expenditure is to be monitored throughout the year to ensure that it is kept within budget for the current year and Monthly reconciliations / and formal Quarterly reconciliations are to be completed with the Surveyor and Client Accountant.

Occupier Engagement

- Meet regularly informally and formally with the Occupiers, ensuring strong relationships are built with all occupiers and a good understanding of their building requirements is had.
- Prepare Occupier reports for Quarterly Occupier meetings.
- Manage potential conflict in sites where activity has the potential to cause disruption to others within the same building.

Other related duties as directed from time to time

- Carry out other duties as directed by the Property Manager, Client, Asset Manager.

Desired Knowledge, Skills and Experience

- Minimum 4 years industry experience, operating at similar level of responsibility
- Solid experience as a Building Manager in a large multi -let asset.
- Experience of managing a site as it moves through phases of construction, refurb and fit out.
- Experience of mobilising a new building
- A good technical knowledge of “Smart” enabled buildings and data analytics platforms
- IOSH qualification
- NEBOSH General Certificate
- Membership of IWFM or other recognised professional body
- Customer and Client focussed
- A good understanding and working knowledge of the RICS Code of Practice for Service Charges in Commercial Properties
- Clear leadership and management qualities
- A good understanding of Project and CDM Management
- Experience of data analytics platforms to drive building performance is desirable but not essential.

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