

Job Description

Job Title	Estate Manager
Business Unit	Workplace, Arts and Culture
Location	Brindleyplace Estate
Reports To	FM Associate Director

Overall Purpose of Job

The Brindleyplace Estate and associated buildings are one of Avison Youngs most important sites in the Birmingham Region and is also the home to the Avison Young Birmingham office.

Brindleyplace is the city's premier award-winning mixed use destination for leisure and business, with 1.1 million sq ft of commercial space with a wide range of major-name office occupiers in highly sustainable and low carbon buildings.

With its unique location and easy access to the canal network and its towpaths for walking, cycling and running, Brindleyplace offers a genuine choice of leisure and commuting options for visitors and occupiers.

It also offers more than 30 leisure and retail operators and is home to a number of family-focused attractions like Sea Life as well as the Ikon Gallery and the Crescent Theatre along with exemplary public realm that attracts 4 million visitors a year.

The Estates Manager is to take overall ownership and responsibility for the management and delivery of facilities services at Brindleyplace Estate. Specifically, H&S, technical services, soft services, building fabric, service charges, occupier fit outs and various projects.

Own, develop, and continuously review the facilities services strategy to ensure Brindleyplace is leading the way in all aspects of delivery and working at a best in practice environment second to none.

The role is also responsible for managing, developing and mentoring the on-site FM Team and encouraging them to delivering the highest of standards of customer service for occupiers and the client's representatives and visitors to the estate.

Main Duties, Responsibilities & Accountabilities

Client Lead

The Estate Manager is expected to be the clients advisor of choice on all things Facilities, surrounding themselves with a pool of experts and developing a network to advise on the best practice and latest innovation in the industry.

Have readily available key information and statistics to provide information on delivery of service and analysis to demonstrate continuous improvement and the highest level of delivery standards. Being able to demonstrate response times to service request, benefits of improvement in a quantifiable manner be that financial, environmental or image enhancement.

Estates Duties

The Estates Manager is to comprehensively manage, plan and co-ordinate the physical and environmental conditions within the multi-occupied buildings and estate grounds as designated. Together with the Estates team, the role is responsible for the following duties:

- Ensure all services necessary are provided for the full and effective operation of the buildings and estate in accordance with the provisions of the leases, as directed by the Management Surveying Team.
- Liaise regularly with all the occupiers, keeping them informed of all works and services within the buildings and estate grounds
- Keep updated occupier site contact lists, key holder and fire safety responsible persons list.
- 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 designated Service Desk, monitor reactive

- performance levels via the compliance system ensuring that service providers achieve their contracted SLA/KPIs.
- Ensure that all insurance claims are satisfactorily handled
- Assist the surveying team 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.
- 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 Brindleyplace Estate. 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.

Health & Safety and Compliance.

- Utilising the AY designated Compliance system ensuring that all safety records, statutory inspections, reports and documentation are retained and up to date at the properties. Report any unsafe acts/defects to the Facilities Management Director immediately. All necessary documentation must be on site and complied with at all times, both in Landlords and occupiers areas.
- Fire precautions are to be monitored and adhered to at all times with all weekly fire alarm test, emergency light test, sprinkler valve test and fire evacuation drills being completed at the required frequency and logged.
- Ensure the instruction or management of the following:
 - Health and Safety Risk Assessment is undertaken annually.
 - Asbestos Register and Management plan is produced and all hazards managed as appropriate.
 - Fire Risk Assessment or Audit.
 - Legionella Assessment.
 - On Site Logbooks
 - Fire Safety records
 - Water Hygiene records
 - Records for specific Permits to Work (PTW)
 - Mechanical and Electrical Engineering maintenance records
 - Cleaning reports and method statements

Environmental

- Review Landlord's electricity and gas consumption levels, in conjunction with the energy consultant and AY Environmental Policy.
- Undertake a regular audit of the buildings.
- Develop plans for the enhancement of the building, security measures and energy saving initiatives in conjunction with AY technical managers and colleagues in line with AY Environmental Policy.

Budget Control

- Ensure instructions are issued to external advisers for the provision of ten year plans for service charge expenditure on both plant and structure where required. Determine priorities for repair, enhancement, and modification of the building services facilities and equipment in order to implement the five year plan, in agreement with the surveying team.
- Approve expenditure, within given authority levels, on building services expenditure and monitor service charge expenditure within all relevant properties.
- Oversee the FM/FMC in the preparation of service charge budgets which are to be considered and reviewed by the Property Manager and in line with the requirements of the RICS code of practice
- Expenditure is to be monitored throughout the year to ensure that it is kept within budget for the current year.

Other related duties as directed from time to time

- Carry out other duties as directed by the Facilities Management Associate Director, the Lead Surveying Director or other senior management associated with the Brindleyplace Management Team.
- Provide assistance, support and cover as required across the wider AY Facilities Team.

Desired Knowledge, Skills and Experience

- Minimum 7 years industry experience, operating at similar level of responsibility
- IOSH qualification
- NEBOSH Estates Certificate
- Membership of IWFM or other recognised professional body
- Customer and Client focussed
- A good understanding of Electrical and Mechanical systems and operation
- A good understanding and minimum 5 years working knowledge of the RICS Code of Practice for Service Charges in Commercial Properties
- Clear leadership and management qualities
- Project and CDM Management

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