Job description

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| Post Details | Please insert the post details |
| Job title: | Portfolio Manager |
| Department / Location: | Commercial |
| **Reports to:** | Head of Station Property and Commercial Trading – Abellio UK |
| **Main purpose job:** | Responsible for the day-to-day management and development of station property and commercial trading activities across the (insert TOC) rail estate, applying an innovative, dynamic and entrepreneurial approach to business development in order to deliver strategic growth and commercialisation of the retail portfolio |

1. Key accountabilities/responsibilities

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| Number | Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken. |
| **1** | Responsible for optimising the full value of the (Insert TOC) station trading estate, leveraging group scale to maximise profit and transform the customer experience |
| **2** | Ensure the property portfolio is continually aligned to the strategic retail plan and business objectives |
| **3** | Develop strong commercial relationships at a senior level, with new and existing retailers, leading to increased influence and business partnerships that maximise returns and enhances the customer experience |
| **4** | Develop strong business relationships at a senior level, in particular with Network Rail, TOC Commercial and Station Teams to drive the bottom line and enhance the customer experience |
| **5** | Responsible for all aspects of property management to include; contract negotiations, writing heads of terms agreements, dilapidation surveys, tenant audit, rent reviews, legal procedures, S25 Notices, lease renewals and evaluations, NR sub leasing, landlord consents, utility surveys, service charges, energy performance certification, fire risk, tripartite leases |
| **6** | Responsible for marketing and letting of vacant property and station space through effective channels |
| **7** | Compile and ensure business plans have had the engagement and support of Station Managers and Commercial Directors and stakeholders as appropriate. |
| **8** | Assist with the provision of accurate budgetary information and periodic income forecasting. Responsible for the delivery of KPIs, Service Level Agreements (SLAs) and credit control |
| **9** | Responsible for internal / external audit (financial and non) compliance. RICS’ rules, regulations and guidance, station safety and security processes |
| **10** | Responsible for overseeing largescale TOC led station development schemes. Support design work and assist with preparing tender information to ensure the design maximises the full retail and commercial value whilst enhancing the customer experience |
| **11** | Identify, design and lead largescale capital investments projects to include; mixed use station retailing and external commercial development |

1. Contact with others

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| Post Details |  |
| Purpose, nature: | To drive the bottom line and enhance the overall customer experience through a collaborative approach to business development |
| Frequency: | Tenants – monthly  Business Partners – monthly  TOCs – monthly  NR – monthly  Executive / Board – monthly |
| Means of contact: | Face-to-face  Phone  Email |

1. Key behavioural indicators

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| Abellio common behaviours |  |
| Genuine: | Honest, approachable, collaborative |
| Professional: | Dedicated, flexible, astute, leader |
| Proactive: | Visionary, entrepreneurial |
| Inclusive: | Team player and effective relationship builder |

Person specification

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| **Person Specification** | **Essential** | **Desirable** |
| **Attainments:** education, qualifications & training requirements | Member or Fellow of the Royal Institution of Chartered Surveyors. Conversant with Property Law, PRINCE 2 Qualified, conversant with IT/CAD property systems | Exposure to large-scale property management within the rail industry and a consistent record of financial delivery |
| **Abilities:** skills & aptitudes required | Forward thinker, analytically strong, planner, strategist innovator, entrepreneur, leader, influencer, attentive, motivator, team player | Proven track record of financial delivery in property management within a transport environment |
| **General intelligence:** experience & knowledge capabilities | Proven negotiator, experience in managing a turnover rent portfolio, knowledge and understanding of business planning | Track record of delivery in a challenging financial climate |
| **Personal circumstances/wellbeing requirements:** e.g. travel, flexibility, health | Willing to travel, flexible and manage time effectively | Located within 50 miles of working location |