

## Job description and person specification



Job Title:	Commercial Officer (Part time - 18hrs per week)
Level:	Team member
Grade:	SO1
Team:	Home Ownership / Specialist Housing Services
Reporting line:	Home Ownership Manager
Financial scope:	Budget of £5,000 for legal fees
DBS check required:	No

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### What is the purpose of my job?

As a Commercial Officer, I will manage Phoenix's commercial property portfolio, providing a professional lease management service and offering market valuation advice to the organisation. Ensuring that the commercial portfolio is well managed and income is maximised.

### In my job I will:

Efficiently and effectively manage Phoenix's commercial property portfolio including: shops; office space; retail and hospitality sites; and telecommunication sites. Ensuring the portfolio meets our aspirations for growth, income is maximised and repairs are raised as required.

Pro-actively manage rent accounts and rent reviews ensuring that invoices are raised on time and in accordance with the leases and rent reviews are optimised. Monitor accounts to ensure payments are received on time. Where they aren't take prompt action to recover the debt.

Ensure appropriate health and safety records are maintained for each and every property and properties are in compliance with health and safety regulations.

Collaborate with other internal teams, supporting and advising on projects/schemes that achieve development and regeneration objectives or meet the organisation's appetite for sustainable growth.

Participate in regular reviews of our commercial activities providing all information in a timely manner.

Work with the lessees and license holders to ensure our properties meet their requirements.

Provide and implement lease advice, evaluate options and provide solutions to complex property issues. Ensuring summary reports for Executive team are written in appropriate form and provide all necessary information for decisions to be made with minimum of delays.

Instruct professional valuation and legal services as appropriate and in support of property developments, acquisitions and disposals of all kinds.

Advise and brief senior officers and lessees as appropriate on all commercial property related issues recommending terms of negotiation for approval.

Represent Phoenix in lease negotiations with agents and customers, using my negotiation and diplomacy skills to secure the optimal outcome for Phoenix.

Manage the legal and professional services budget for commercial properties.

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Conduct site inspections regularly, some of which may require working at height safely and on uneven ground, ensuring compliance with health and safety throughout.

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

### **My health and safety obligations**

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

### **My safeguarding obligations**

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in consultation with my manager in accordance with the needs of the service.

### Person Specification

Section	Criteria
<b>Experience, Knowledge, Understanding</b>	<p>Experience of commercial lease management.</p> <p>Excellent understanding of the local economy and business needs</p> <p>Experience of report writing</p> <p>Ability to analyse and interpret complex data</p> <p>Ability to and experience of developing property marketing campaigns</p> <p>Budget management experience</p>
<b>Education and Qualifications</b>	<p>High standard of secondary education.</p> <p>Hold a professional RICS qualification or similar</p>
<b>Skills</b>	<p>Excellent negotiation and diplomacy skills</p> <p>Excellent interpersonal and communication skills including report writing and presentation of key ideas / performance data.</p>
<b>Equality and Diversity</b>	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>
<b>Phoenix Strengths</b>	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> <li>1. Community</li> <li>2. Customer</li> <li>3. Consideration</li> <li>4. Collaboration</li> </ol>

\*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
<b>Relating (Community)</b>	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
<b>Teaming (Community)</b>	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
<b>Serving (Customer)</b>	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
<b>Doing (Customer)</b>	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
<b>Leading (Consideration)</b>	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
<b>Flexible (Consideration)</b>	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
<b>Sharing (Collaboration)</b>	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
<b>Celebrating (Collaboration)</b>	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

<b>Make it Better</b>	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
<b>Solution Finder</b>	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.