



GROSVENOR ESTATE

Deputy Agent

Reporting to: Agent

Primary Location: North West
Other Locations: Abbeystead, Reay Forest

Main Purpose of Role:

To lead and motivate a team to deliver the Eaton Estate Management Plan within budget and time, together with the undertaking of other professional work on the Chester, Halkyn, Ellesmere and mineral Estates.

Key Responsibilities:

- To positively contribute, drive and lead in the development and implementation of the Estate Management Plan
- Market properties to maximise tenant occupation and select suitable tenants
- Ensure that the letting and termination process and documentation is completed in an accurate and timely manner
- Ensure that all rent is collected on time in full and any debt is collected in line with Company policy
- Ensure that tenants are managed throughout their tenure ensuring Tenant and Landlord satisfaction
- Ensure that any unsatisfactory tenants are managed which may include attending court to obtain orders for possession and recovery of arrears
- Ensure the process and documentation for lease renewals and rent reviews is completed in an accurate and timely manner, for all property sectors
- To manage the Leasehold Enfranchisement process, when required
- To lead the improvement and change require to the estate website in partnership with graduates and other estate management team members and deliver tangible results following review
- To manage and develop any planning applications to ensure that both Estate and tenants views are considered
- Ensure the process and documentation for terminations is complete in an accurate and timely manner



GROSVENOR ESTATE

- To input into the budget process and be responsible for agreed KPI's in terms of both income and expenditure
- Input into the Estate's property management database to include maintenance of accurate data and production of standard reports
- To ensure that all properties have current insurance and freehold valuations
- Instruct and manage Capital Expenditure renovation of Estate cottages, buildings and retail units
- With the Agent, agree the 3rd party consultants and then manage their performance including
 - o Lettings agents
 - o Property agents
 - o Mineral agents
- To ensure that all properties are fully insured and to manage the insurance renewal process
- To manage all property related insurance claims through to completion
- To control and where agreed organise park events
- To act as supervisor for all graduates undertaking the Assessment of Professional Competence and support and advise graduates in this role
- To lead on and deliver the implementation of the Digital Mapping project on all rural estates on time and to budget
- To positively contribute in the development and improvement of estate houses, cottages and other aspects of the built environment in partnership with the Maintenance and Development Manager being mindful of budget and time constraints
- To positively contribute to the development and implementation of the 20 year forestry and conservation plan in partnership with the Head forester being mindful of budget and time constraints
- To lead and develop the Halkyn Management Plan in partnership with the existing graduates, third parties and other stakeholders
- Build strong relationships with the Estate Management team
- Drive the performance of the team by setting clear objectives, holding regular reviews, celebrating success and developing the team
- Engage positively with local communities in all work aspects across the estate
- To lead or contribute to ad hoc projects
- To continuously develop and improve themselves in process, procedure and knowledge.



GROSVENOR ESTATE

- To comply with Company policy and best practise in all areas including security, legal and regulatory compliance
- To ensure H&S responsibilities are fulfilled including:
 - o Have operational management responsibility and be accountable for your team and business area including liaison with health and safety representatives for accident / ill-health investigations, carry out training needs analysis and arranging training and refresher training, make clear staff roles and responsibilities, plan for and provide suitable and sufficient resources to meet policy requirements, review performance both from team and individuals for health and safety, implement where required disciplinary procedures, carry out and implement risk assessments and controls
 - o To co-operate with Health and Safety Representatives and the Grosvenor Health and Safety Directors on any matters
 - o To communicate significant risk information to all those likely to be affected by it
 - o To provide timely feedback on performance including successes and failures and any deficiencies in any plans, arrangements, systems or procedures
 - o Identify relevant Grosvenor procedures to your business area and monitor and review these with a Health and Safety committee representative
 - o Discharge the roles and responsibilities of a Head of Department/Manager/Team Leader in relation to your team's activities so far as this relates to your agreed level of control
- To complete any other duties as required from time to time.

Essential Skills and Attributes:

- **To be a Chartered Surveyor** with significant post qualified experience. Professional, articulate with an excellent attention to detail. Has an affinity and passion for people of all backgrounds.
- **Formulates Strategies** by developing plans, understanding the big picture, and analysing information and relevant timescales.
- **Leads themselves** by taking responsibility, being positive and tackling challenges with enthusiasm and to have a "can do" attitude.
- **Leading Others** by providing direction, communicating, motivating, empowering, giving feedback and recognising the contribution of their team members
- **Works well with others** by building positive relationships, working with integrity, being direct and straightforward whilst respecting and considering others
- **Works well in teams** by building team spirit, delivering team goals and being flexible
- **Manages Knowledge** by bringing fresh thinking and innovative solutions to problems by ensuring legislation information and technology are researched and capturing new learning.
- **Shares Knowledge** by communicating with focus, simplicity and clarity



GROSVENOR ESTATE

and is able to differentiate fact from opinion

- **Adapts to Change** by being able to deal with uncertainty, accepting new ideas and driving & communicating change.
- **Plans and Organises** well by developing processes, setting standards and monitoring performance. In addition, being able to prioritise their own activities and time.
- **Applies their Expertise and Skills** by keeping up to date with their specialist knowledge and demonstrating business and financial awareness
- **Delivers Results** to a high standard whilst meeting financial targets and deadlines.
- **Demonstrates positivity** by contributing new ideas to the team.

Key Performance Indicators:

- Satisfaction of Duke of Westminster
- Satisfaction of the Trustees
- Satisfaction of Agent
- Undertaking rent reviews on time
- Undertaking lease renewals on time
- Meeting rental uplift targets
- Reduce void rates across all sectors
- Reduce aged debt rate across all sectors
- Increasing rent roll year on year
- Satisfaction of Tenants
- Feedback from local communities
- Cost Control
- Completion of tasks to agreed timescales

Additional Information:

- There is a need to work non office hours
- There is a need to be resident on the estate