

Role Title	Department	Reports to
Commercial & Leasehold Property Officer	Neighbourhoods	Commercial Manager

Role purpose

To provide a professional, high-quality service to One Manchester's current and future market rent, rent to buy, shared ownership and leasehold customers. Using a customer focused, proactive & responsive approach to ensure they are managed in accordance with legislation, regulation, procedures, policies, and best practice to achieve high satisfaction levels and value for money through effective management.

Functional Key responsibilities and accountabilities

As a Commercial Officer you will have the ability to deliver the daily operational tasks covering property sales, lettings, and ongoing property management. Providing expertise and specialist knowledge ensuring all legal requirements and service standards are met, being efficient and agile in your approach to stay current and meet the demands of an ever-changing environment and multiple consumer groups.

The Commercial Team are the main point of contact for all non-social property enquiries, providing information on upcoming new build developments, advising on tenure specific legislation and processes covering leasehold, freehold, rented properties, block, and estate management.

Assisting and supporting the Commercial Manager in service delivery as required e.g., development and review of policies and procedures, contributing to and delivery of a departmental service plan, key performance targets as agreed. Performing other appropriate duties in line with the purpose and level of role to meet the needs and requirements of our customers.

Sales & Lettings

To manage and create a positive customer journey from initial enquiry through to becoming a One Manchester resident.

1. Collaborate with the development and communications teams to influence design and marketing approach. Create property listings in line with regulations and requirements.
2. Handle all aspects of the sales and lettings process including enquiries, applications, allocations, viewings, professional instructions, document production, move in preparation and key handover.
3. Administer post key handover requirements such as deposit registration, updating utility providers, creating internal records, and sending welcome documentation to new occupants.

Home Ownership

Following the initial purchase via Shared Ownership or Right to Buy/Acquire, to be responsible for the ongoing management of One Manchester's home ownership stock.

To Include

1. Assisting homeowners in understanding their leases, rights and responsibilities and service agreements
2. Management of Staircasing, Re-sale, Enfranchisement, and Rent to Buy processes inline with legislative requirements, internal processes, and target timescales.
3. Dealing with tenure specific repairs and queries in accordance with legal requirements, policies, and procedures.
4. Undertaking Section 20 consultations along with wider One Manchester Teams.
5. Resolving queries and disputes in relations to service charge and other matters.

Property Management

To provide proactive management across all relevant tenures, being robust and courteous with a real focus on building relationships and resolving disputes. You will ensure our services are provided to a high standard, and the quality of our areas and homes are maintained and customers are adhering to the terms of their tenancies/leases.

To include:

1. Regular scheme and property inspections to ensure all requirements and obligations are met.
2. Processing alterations, permissions, requests, changes in tenancy and occupancy.
3. An awareness and administering repairs/defects and recharges to residents.
4. Performing move out process to end a tenancy.
5. Ensure an effective response to Anti-Social Behaviour (ASB) and other tenancy/lease breaches by undertaking timely fact-finding investigations and appropriate action to ensure the protection of OM customers and the wider community. Work collaboratively with other agencies to deliver interventions where necessary as a means of resolving issues quickly. Where enforcement action is necessary, escalate cases to the Community Safety Specialist.
6. Representing One Manchester as required at customer events.
7. Arranging opportunities for engagement and feedback from our customers.

Corporate Responsibilities & Accountabilities

1. To ensure the responsibilities of the post are carried out in a way that reflects the standards, vision, behaviours, and values of One Manchester
2. Promote and champion OM's digital products and services, seeking to improve processes and bring about efficiencies.
3. To solve problems in an innovative way and contribute to service improvement developments; manage resources effectively and efficiently, ensuring that individual targets are met.
4. Commitment to quality service provision, delivering excellent customer experiences and high levels of satisfaction.
5. To undertake appropriate training and continuous development relevant to the role.
6. To follow all policies, procedures, working practices, regulations and complying with One Manchester's Equality and Diversity Policy, Health and Safety Policy and Safeguarding Policy
7. To support a culture of customer satisfaction throughout One Manchester, contributing to OM's reputation locally and further afield.
8. As an OM colleague you are responsible for understanding and supporting the delivery of our ED&I commitments. To promote a culture of respect, dignity and inclusion recognising and celebrating differences and actively challenging behaviours which do not adhere to these principles, in order that all colleagues can come to work feeling comfortable and confident to be their whole selves, feel valued and able to add value.

Critical knowledge, skills, behaviours, & experience required.

1. Current specialist knowledge/experience of either leasehold, shared ownership, property sales, lettings, tenancy, or block management.
2. Excellent customer service skills with experience of developing effective relationships with customers, colleagues, stakeholders, and partners.
3. Capable in creating successful relationships, resolving disputes, sustaining tenancies, and delivering maximum growth in a commercial and competitive environment.
4. Excellent interpersonal, communication (written and verbal), organisation and negotiation skills.
5. Being adaptable and flexible, working for the benefit of the wider team to accommodate business and customer needs.
6. A collaborative team mentality with the ability to also work in isolation.

ROLE PROFILE



7. Able to manage own time, deal confidently with changing priorities and pressures. Using own initiative to take ownership of tasks, working proactively with team and wider business.
8. The ability to use own initiative to resolve problems or complaints on behalf of our customers.
9. Being efficient, determined, learning from mistakes, and asking challenging questions to maximise performance, value for money and success.
10. Enthusiastic to try new ideas, open to and aiming for continuous improvement of self, team, and service area.
11. Proficient in maintaining accurate and up to date records, performance indicators, following any set processes.
12. Strong IT Skills with knowledge of Microsoft Office, CRM and management systems.
13. Access to a car, full UK driving license and be willing to travel for business needs.

People/budget management

Manage People?	No of Direct Reports	Total Team size	Direct control over budget	Budget responsible for
<input type="checkbox"/>	0	6	<input type="checkbox"/>	n/a

Key relationships

	CEOs	Directors	Heads of	Managers	Peers	External
Within own function	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Outside own function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	