

Job title	Assistant Property Manager
Team	Commercial & Property
Reports to	Property Manager
Location	Shoreham Port Estate
Remote Working	Category B

Role Summary

The Assistant Property Manager will support the Commercial & Property Team in managing a diverse and substantial property portfolio comprising over 250 tenants. The commercial properties are varied from car parking licences, beach huts, small commercial units, to large industrial operational facilities. The role involves a broad range of property management tasks, from supporting day-to-day operations to assisting with lease administration, tenant liaison, maintenance coordination, financial administration, and ensuring legal compliance. The role will have responsibility for key accounts (tenants/ licences) to manage on a day-to-day basis and will also have the opportunity to be involved in a variety of commercial projects across the estate.

Key tasks and responsibilities

Portfolio & Tenant Management

- Manage a portfolio of allocated tenants and licences, maintaining strong tenant relationships and acting as the main point of contact for day-to-day matters.
- Conduct property inspections, reporting health & safety, security, and maintenance issues using various property management systems including MRI Qube.
- Coordinate maintenance requests, working closely with the estates team, contractors, and the wider property team to ensure timely resolution.
- Conduct property viewings with prospective tenants and manage the lettings process through to completion.

Lease Administration & Compliance

- Administer the property management software, ensuring accurate and up-to-date records for all properties.
- Track and monitor rent reviews, lease renewals, and licence terms, ensuring they are completed within the required timeframes.
- Maintain an organised electronic filing system for all property documentation.
- Assist with rent reviews, lease renewals, new lettings, and legal documentation as required.
- Support the Property Manager with tenant recharges, including utilities, insurance, and service charges.
- Support senior team members with projects, data analysis, and administrative duties.

Financial Administration

- Liaise with the finance team to ensure accurate tenant billing.
- Assist with administrative tasks and support budget preparation.

Commercial Support & Marketing

- Manage the commercial property enquiries inbox and coordinate responses to sales and leasing enquiries.
- Support the marketing of vacant properties, working with internal and external partners, including the in-house communications team, to promote the portfolio.
- Assist in preparing marketing materials, social media posts, and promotional content.

Stakeholder Engagement & Business Development

- Support stakeholder engagement activities and respond to incoming commercial enquiries.
- Contribute to creating a thriving commercial property community through effective tenant management and customer service.
- Proactively promote the business externally and support wider business development initiatives.

Additional Responsibilities & Development Opportunities

- Assist with strategic property projects and support the wider commercial activities of the estate.
- For the right candidate, opportunities may be available to gain further experience in areas such as cargo quotations, haulage quotations, and strategic land planning.
- Undertake any other duties as required.

Key skills/Person specification

- Previous experience in property management is preferred, but not essential as training will be provided.
- Knowledge of MRI Qube (or similar) property management software would be favourable.
- Strong administrative skills and work ethic with good attention to detail.
- Computer literate, with ability to use Microsoft software (Word, Excel, PowerPoint, Outlook).
- Strong problem-solving skills.
- Ability to manage multiple tasks efficiently in a fast-paced environment.
- Excellent customer service skills with the ability to liaise with a variety of stakeholders.
- Highly organised with strong administrative skills for managing multiple properties simultaneously.

- Detail-oriented with a focus on accurate data entry and record keeping.
- Excellent communicator and team player.
- Full driving licence.

Health & Safety – all home safe and well daily

- Highlight unsafe behaviours and conditions to ensure we all go home safe and well daily.
- Follow the training and guidance provided and only undertake tasks you are competent to do.
- Ensure you understand the processes you are asked to follow.
- Ensure you understand how to use any equipment provided, how to store/maintain it and when to raise an issue with it.
- Actively participate in your team, making suggestions on how we can improve the way we work.
- Report all accidents and near misses so they can be investigated and acted upon.

Our Values

