



Baltic Creative CIC
49 Jamaica Street
Baltic Triangle
Liverpool
L1 0AH

April 2022

JOB DESCRIPTION

POST:	Assets Officer (AO)
LOCATION:	Baltic Triangle Area (various buildings – based at Baltic Creative)
RESPONSIBLE TO:	Managing Director (MD)
SALARY / Package:	£26,729

JOB OUTLINE

We are looking for a dynamic, enthusiastic, and customer focused person who will be responsible for ensuring the effective delivery of a wide range of day-to-day property activities. These include: lease administration and renewals, utilities management, business rates and annual valuations schedules, site security and CCTV. Other asset management roles will include: supporting the team on site, health & safety including fire safety, the delivery of our Net Zero 2040 Sustainability strategy, access control systems, procuring and managing repairs and maintenance with contractors from inception to completion.

The role will also involve procurement of Planned Programmed Maintenance schedules and overseeing their implementation in-line with budgets and Life Cycle Analysis surveys.

This is a challenging position requiring a technically competent person who has some relevant experience of commercial property management, is commercially aware, pro-active and tenant focused.

The Assets Officer (AO) role will be responsible for the operational delivery of reactive repair works, managing repairs logs, developing stock condition / PPM information, financial reporting and contract administration. You will also have a comprehensive knowledge of all relevant construction health and safety legislation.

Project work and any other additional duties will be undertaken as directed by the Managing Director (MD) and Operations Manager (OM).

JOB FUNCTION

The AO is expected to demonstrate a positive, can-do attitude and will promote Baltic Creative as a forward thinking, dynamic and ethical provider of Property Services to its Creative & Digital community.

The AO will be required to use their initiative to manage their own workload. They will have excellent IT skills and be proficient in a range of software packages including Google Workspace, Microsoft Office, Apple macOS and associated software.

The AO will take a strategic overview of the management of our stock and plan effectively to ensure that operational services run smoothly. This role outline is not comprehensive and will vary from time to time, if necessary.

The AO will be responsible for the following key functions, carried out in line with established good practice and Baltic Creative CIC policies and procedures:

1. Advise and assist the MD and OM on property legislation, regulation, policy and good practice. You will be required to keep yourself informed on changing policy and legislation which impacts on your role.
2. You will be responsible for the management and administration of lease renewals ensuring all documentation is filed and recorded using a traffic light system to highlight renewals and ensure all are proactively completed prior to the end of the term.
3. In relation to lease renewals you will be required to maintain a comprehensive knowledge of all relevant legislation impacting commercial property management, regulation, policy and good practice to ensure compliance in our lease renewals.
4. You will build relationships with our Utility Broker, suppliers and Local Authority leads for Business Rates. You will need to develop strong links with the Rates Offices at each Local Authority where Baltic works to ensure our RV's and rates liability is managed.
5. Update and manage 'daily' the repairs log, ensuring we are delivering on budget, within the time frame set and to the quality required.
6. Support the development and maintenance of effective systems of performance reporting for property management and reactive repairs services, gas safety and electrical servicing, fire risk assessments, asbestos management and legionella surveys.
7. To assist with the development and maintenance of efficient and proactive tenant communication specifically on Property matters, but also generally.
8. Contribute to the design, development and implementation of corporate strategies in order to achieve the objectives set out in Baltic Creative CIC's Business Plan.
9. Due to the small size of the team, provide daily support for the day-to-day delivery of reactive repairs and investment services as per our obligations within Lease / Contract Agreements. This includes the establishment and achievement of performance targets.
10. Be responsible for making your own informed decisions day-to-day, referring any policy issues or concerns to the OM and MD if required.

11. Research and develop the use of appropriate procurement frameworks and routes in response to new products, trends and practices arising within the sector which will serve the growth of Baltic Creative – specific to your property role.
12. Develop and contribute to the co-ordination and implementation of service improvement plans.
13. Day-to-day duties include:
 - a. Being the first contact for all discussions with tenants on leases, lease renewal, clause clarifications, stat dec. completions. etc. Maintain all records both physical and digital.
 - b. Overseeing and responding to all utility matters including procuring and managing our broker, dealing with utility enquiries, ensuring we are getting best value for all our utility suppliers (gas, electricity, water).
 - c. Overseeing and managing security on site – guard patrols, alarm systems, access control, intercoms, fobs and keys.
 - d. Overseeing and managing our CCTV and acting as the contact for the management and implementation of any changes to CCTV and security.
 - e. Overseeing and managing all Business Rates and Valuations enquiries across all our stock, dealing with tenants and local authorities. Maintaining an annual schedule of occupancy. Updating and sharing information with the Local Authority and Valuations Office Agency. Overseeing and managing our Vacant Rates Strategy.
 - f. Providing support on all broadband issues working closely with the ISP on support tickets for tenants and ensuring our bandwidth provision is well managed and resilient.
 - g. Supporting the team responding to emergency works and repairs ensuring contractors deliver works to the time, quality and cost we would expect and have planned for in budgets.
 - h. Supporting the team undertaking property inspections whenever required. Preparing when possible specifications and tender documentation and negotiating works / costs with Contractors for approval with the MD / OM.
 - i. Supporting the team carrying out weekly fire systems checks and logging accordingly. Carrying out twice yearly fire evacuation drills and ensuring all Fire Risk Assessments are up-to-date and works are planned, programmed and costed.
 - j. Supporting the MD & OM Annual Service Charge Schedules and associated works and contracts with suppliers to deliver the full raft of SC Services.
 - k. Securing Cost Estimates for all works when required and seeking approval from the OM to commence.
 - l. Overseeing and managing daily hard copy & digital filing systems to ensure workload is managed seamlessly.
 - m. Being on call as an out-of-hours contact to respond to alarm activations and emergency issues by attending site in person when required and liaising with our Security Contractor, Police and other Emergency services, ensuring your time is returned in lieu.
 - n. Daily Project Management, Co-ordination and Contract Administration.
 - o. Monitoring the market place in respect of information technology systems and software which may be of benefit to Baltic Creative CIC and advising accordingly.

14. Liaise with Tenants and all partners to ensure the effective delivery of your day-to-day responsibilities.
15. Support the team in ensuring service contracts are awarded and the delivery of services is monitored.
16. Support the team in the development, co-ordination and implementation of a Baltic Creative Contractor Review process.
17. Co-ordinate, investigate and respond to any tenant complaints regarding any matter with the support of your OM and MD.
18. Work collaboratively with BCCIC Staff, North West Housing Services (FM Support) and Finance teams, to set budgets and deliver planned Service Charge works & services, investment and cyclical programmes to achieve value for money.
19. Develop, co-ordinate and implement a stock condition survey utilising the appropriate software to maintain, update and manage the estate. Produce scheduled and ad-hoc user-friendly reports for Board.
20. Prepare reports and attend Board meetings as and when required.
21. Demonstrate a professional approach and adhere to the Baltic Creative Code of Conduct and represent and promote Baltic Creative CIC's best interests at all times.
22. Ensure clear and effective communication with colleagues and external agencies.
23. Work closely with tenants and other professionals to facilitate and maintain positive and productive relations.
24. Promote a caring, helpful and unbiased attitude towards all staff, tenants and the general public and maintain an impeccable standard of honesty in all such dealings. In particular, ensure all aspects of Baltic Creative customer care standards are achieved.
25. Carry out any duties of a similar nature as instructed by the MD and OM when applicable.
26. Take instructions from tenants and seek guidance from the MD and OM where appropriate.

The organisation operates a flexible working time system and the AO role will work to this policy where any hours worked outside of the normal working hours can be reclaimed.