



Richmond Foundation

Property Manager

Job Description and Specification

About Us

We are an independent charitable foundation that has existed in Richmond since 1786.

Our financial endowment allows us to support local residents through our grant making to individuals and organisations, and through our subsidised housing and commercial lets to charities. In our 2024 Annual Return our charitable impact investment totalled £3.7m.

Our financial endowment c.£119m is composed of investments and properties. We have a diverse property portfolio made up of commercial and residential properties, this includes both charitable and commercial lets as well as freeholds.

The charity has recently undergone a significant and ambitious strategic review resulting in a new identity for our charity along with a refreshed vision for the future.

Read our 2024 Annual Report, [here](#).



See more of our Film archive
on our [YouTube Channel](#)



Watch our promotional film *“Building healthy and fulfilling lives”*
to find out more about what we do and the partners we support

<https://www.youtube.com/watch?v=OxoAROjV5bM>

Role Purpose

This role offers a unique and exciting opportunity to manage Richmond Foundation's property portfolio made up of commercial and residential properties.

These properties comprise those held for investment and charitable purposes. The role covers a diverse range of responsibilities from overseeing capital projects to managing our assets and tenant relationships.

We have a property manager company who manages the day-to-day oversight of our portfolio including lettings, maintenance and arrears. This role will be managing the contract and relationship with the property manager company.

The role will sit in a small dynamic team of experts working in different areas across the charity with some cross charity projects involving everyone.



The role

Role: Property Manager

Contract: Full time (35 hours) or 28 hours per week. Hybrid working offered with expectation of site visits and external meetings within the local area a requirement of the role.

Office: The Vestry House, 21 Paradise Road, Richmond, TW9 1SA

Reporting to: CEO

Working closely with the Finance & HR Director

Salary and benefits:

- £45k FTE
- 10% employer pension contribution
- 28 days holiday
- Employee assistance programme



Key responsibilities

- Manage all aspects of the relationship with our external property manager including oversight of tenant surveys, arrears, maintenance schedules, inspections and advertising rentals
- Oversee communication with tenants maintaining good relationships and customer service
- Review financial data relating to property produced by Finance Director and act on any findings
- Administer the sale of properties
- Actively manage all assets to maximise financial and social returns
- Build business cases for investment and development
- Manage property development projects and capital works
- Nurture relationships with charity partners which are tenants in our property
- Prepare quarterly reports for the Property Committee and present these to trustees
- Manage annual property valuation exercise
- Manage suppliers and professional partners including lawyers, surveyors and architects – ensuring the charity gets value for money and the best service
- Manage Richmond Foundation's office space and partner room bookings
- Be part of cross organisation special projects

Essential abilities and competencies

- An ability to build and maintain positive relationships with partners, stakeholders and tenants
- Practical knowledge and experience of property management and sales
- Understanding and ability to manage contracts
- Strong project management skills and capital budget setting
- Effective verbal and written communication to a variety of stakeholders
- Asset management expertise
- Practical knowledge of relevant property legislation
- An ability to efficiently manage personal workload and flexibly adjust to changing priorities
- Good judgement and initiative to identify issues and areas for improvement
- A willingness to perform all tasks required in small office team and get involved in cross organisation projects
- Integrity and honesty in all areas of work



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