

Opportunity: Operations Manager, London

Overview

A commercial and customer focused role responsible for the operational management of a property / portfolio located in central London. The Operations Manager will provide the focal point of contact for customers and will be responsible for promoting and maintaining positive relationships between all stakeholders. This role is responsible for the development, communication and implementation of the service strategy with the view to delivering continual improvement and best in class service to its customers. The Operations Manager will also take responsibility for the financial service charge account for the property and will be expected to have a financial and commercial awareness of decisions taken in connection with the management of their buildings.

The role will also oversee the successful resolution of any outstanding development issues to avoid unnecessary impact on the overall customer experience.

Competencies, skills & experience

- Proven track record of working within a team and motivating others to deliver high levels of customer service
- Experience of financial management including operating and maintaining profit and loss accounts and budget forecasting
- Experience of delivering operational targets in a fast-paced, pressurised environment
- Management of retail occupancy including turnover rent and footfall
- Commercial Awareness
- Experience of working in a customer facing environment
- A good understanding of the legal and professional aspects of property transactions including dealing with applications for consents made by customers.
- IOSH qualified

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For further information and/or to apply (attaching your CV and cover letter) please email us at: opportunities@Landsec.com



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