Role Information

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| **Role Title:** | Portfolio Leasing & Analytics Advisor, Real Estate |
| **Function:** | People Experience | **Area** | Real Estate |
| **Pay Band:** | Fixed Salary 5 | **Employee Level** | Team Member |
| **Role Reports to (role title):** | Portfolio Strategy & Leasing Manager, Real Estate |
| **Direct Reports (role titles):** | None |

Role Specification

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| **Objective of the Role** |
| The primary role of the Portfolio Leasing & Analytics Advisor is to support the Portfolio Strategy & Leasing Manager through utilising the information required to make business decisions relating to the Real Estate Portfolio Strategy across our commercial and industrial portfolio.**Key objectives include:**Understanding the objectives and strategies of the Business impacted by Real Estate, are supported though* liaising directly with Business lines on their leasing real estate requirements and facilitating suitable initiatives, outcomes and solutions.
* providing accurate and customised data, insights and reporting to enable decision making
* management and oversight of the operational leasing budget and forecasting

Collaboration with other RE teams to facilitate lease and sustainabilityoutcomes by* the coordinated sharing and dissemination of information impacting other workstreams
* contributing to strategy and policy development, innovation and process improvement across the Real Estate portfolio with particular focus on leasing, sustainability and use of data
* Managing the leasing KPI performance and reporting of our service provider
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| ***Key Accountabilities*** |
| **Portfolio Lease Management*** Informing, advising and seeking recommendations from the business relating to critical lease events.
* Oversee critical lease event profiles to ensure stakeholders have sufficient time and options in the decision-making process.
* Participation in and review of end-to-end leasing process and negotiations, including those undertaken by our service partner, to ensure terms and conditions align with our standard lease requirements and financial outcomes.
* Support the Portfolio Strategy & Leasing Manager in providing strategic advice regarding Real Estate requirements and work with our Real Estate partners to achieve this.
* Taking accountability for co-ordinating Soaps (Summary on a Page) and financials for the stakeholders’ consideration and approval.
* Co-ordinate research and analysis of market intelligence
* Manage and stretch the KPI performance of our Service Provider
* Leveraging best practice knowledge and advice from our strategic service delivery partners
* Manage and produce performance reporting for the leasehold portfolio

**Data and Analytics**Portfolio Analysis and Reporting* Conduct comprehensive business analysis to support real estate portfolio management.
* Support decision-making processes by providing detailed and accurate data analysis.
* Collect, organise and maintain real estate portfolio data to ensure accuracy and accessibility.
* Create and maintain interactive dashboards benchmarking and reports using Power BI or other tools.
* Utilise data visualisation techniques to present complex data in an understandable manner.

Sustainability specific analytics:* Support the Sustainability Advisor by monitoring, tacking progress and reporting on performance related to sustainability initiatives.
* Perform data validation and analysis of Real Estate sustainability metrics to support forecasts and contribute to reports
* Identify areas for reporting improvement and develop recommendations for follow-up action
* Create data-driven, relevant and engaging materials for both internal and external communication.

**Customer Relationship Management*** Engage with key Business line stakeholders to understand - short, mid and long-term strategies as it relates to Real Estate.
* Manage agreed Business line client relationships including provision of reporting and dashboards as agreed.
* Manage business escalations and enquiry management.

**Governance, process control and improvement*** Design, create, review, document and continuously improve the operational framework, including templates, processes and procedures.
* Working closely with our strategic service delivery partner Maintaining workflows for typical day-to-day client requirements, such as delivery of legislative and voluntary reporting
* Monitor the Leasing teams Planner tasks and strategic goals to ensure updates are occurring and all stakeholders are informed on critical dates.
* Provide inputs to decision making, data analysis and reporting as required
* Mitigate risks and identify and develop contingency plans
* Drive innovation, remove blockages and adapt to changing market and business challenges

**Cost Management/Reduction*** Guide and support Group Functions to better understand leasing cost drivers and processes through education and communication
* Drive cost efficiencies and innovations
* Ensure delivery of smart strategies and market leading lease deals through strong lease negotiations
* Advise and inform financial impacts on Business line strategies and options.

**Other duties as directed or required** |
| **Key Stakeholder Relationships** |
| Internal Stakeholders* EGM Real Estate, Procurement & Operations, Head of Real Estate and the other members of the Real Estate team
* All Business stakeholders
* Cushman & Wakefield

External Stakeholders* External agents and industry sources
* Industry Associations and authorities
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Person Specification

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| **Key job requirements** |
| ***Qualifications (indicate whether mandatory or desired)**** Qualified in a Real Estate or Business Management related field – Desired

***Experience (minimum type and level of experience required to perform the role)**** At least 5 years’ experience in Corporate Real Estate, Stakeholder Manager, Customer Relationship, Property Management, Leasing and Operations
* Medium to high capability in data analytics and visualisation including the use of excel, Power BI or similar tools
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Knowledge of Real Estate functions and operations.
* Understanding and experience of end-user leasing process and ability to analyse offered terms including Lease ‘deals’ experience and oversight of service partner negotiations to ensure we are achieving the optimal outcomes.
* Client relationship experience with a strong focus on customer service
* Medium level of consulting, negotiation and influencing skills
* Ability to prioritise own work and work of others, work on several tasks simultaneously whilst meeting deadlines and delivering results on schedule
* Ability to work with all levels of the organisation and to build and foster relationships / networks
* Enthusiastic, proactive, self-initiated, ability to multi-task, ability to meet deadlines, punctuality, ability to thrive in a multifaceted environment
* High level in both written and verbal communication
* Ability to analyse and solve problems, to be resourceful and to act autonomously as needed to deliver the best customer centric solutions, including regularly communicating key information to all stakeholders
* Ability to gather data, compile information, and provide options and scenarios
* Financial analysis
* Skill in the use of personal computers and related software applications
* Financial modelling experience and report writing.
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| **Prepared by:*****(Name & position)*** | Adrian Zanetti Portfolio Strategy & Leasing Manager | **Date:** | 29/08/24 |
| **Approved by:*****(Name & position)*** | Maurice Gallagher Head of Real Estate | **Date:** | 29/08/24 |