

D2 Real Estate

Job Title: Assistant Facilities Manager

Location: Guernsey (Suite 1, Carinthia House, 9-12 The Grange, St Peter Port, Guernsey, GY1 2QJ)

Employment: Permanent

Salary:

Department: Property Management

D2 Real Estate is the Channel Islands' leading commercial real estate advisor, with over £800m of commercial property under management. Seven years on from our formation, D2 Real Estate has changed the landscape of commercial property management in the Channel Islands. We have achieved this through a relentless focus on attracting the region's very best assets, by investing in our people, and by delivering consistently excellent service to our clients.

D2 has the advantage of operating as an independent company but retains an alliance with our previous parent organisation BNP Paribas, the world's eighth largest bank. Our extensive suite of services includes property development and investment advice, commercial property leasing, property management, valuations, lease advisory, consultancy, and research.

To help us continue the exponential growth we're looking for an Assistant Facilities Manager.

D2's culture:

We are a forward thinking, highly professional company where integrity matters and everyone has the right to speak up and challenge. We "play to win" and do this through teamwork and supporting each other.

About the role

Reporting to the Senior Facilities Manager we are seeking a highly motivated, organised and driven Assistant Facilities Manager to join our close-knit team.

With the support of the wider team you will be responsible for managing the delivery of an effective and compliant facilities management service to our clients and Occupiers through in-house staff, suppliers and consultants – covering hard and soft services – across a portfolio of prime assets. You will be supporting the Senior Facilities Manager on all assets across the Guernsey portfolio.

Our clients are busy people, and expect from us efficiency, vigour, creative solutions, and world-class service. We carefully monitor KPIs and other success metrics.

We are an openly and proudly values-led organisation. We ask that all our team understand, embrace and live by our core behaviours.

Key role requirements

- Building and maintaining strong and trusted relationships with occupiers and clients, and attending promptly and efficiently to queries
- Develop an understanding of all our property management systems, including Tramps, Meridian and Service Charge Budgets/schedules
- Have responsibility for managing 3rd party suppliers by ensuring contracts for their services are in place and regularly reviewed to ensure they are meeting those responsibilities.
- Maintain and develop excellent relationships with Occupiers and Clients and attending to complaints or queries timeously
- Performing regular inspections of properties common areas and technical rooms
- Assisting with the preparation of quarterly Property Management reports to landlords where requested
- Approving invoices and allocating to Service Charge
- Ensure the properties remain compliant by having our Meridian system regularly updated and liaising with our specialist risk assessors (Assurity) to close off any actions.
- Manage site based staff, ensuring all people related policies and procedures are followed

- Maintain regular and effective communication with internal colleagues in Property Management, support functions and the wider Real Estate business
- Monitor works conducted/service provided by suppliers
- Audit and inspect supplier delivery
- Measure and report supplier performance against agreed SLAs
- Manage suppliers to ensure effective, safe and compliant delivery of all M&E related services, including: life safety systems, vertical transportation equipment and public health systems
- Procure goods and services, following procedures and policies
- Ensure compliance with all current statutory legislation in respect of health and safety and the environment
- Ensure security and emergency procedures are robust and adhered to at all times, taking an active role in the event of emergency situations
- Focus on client retention in the event of a building sale

About you

- Personable, sociable with ability to develop long term relationships.
- A strong desire to learn new skills
- A “can do attitude” and show enthusiasm for the role
- Excellent communication and report writing skills
- Excellent IT skills
- Develop and continually update legal and professional knowledge and understanding of relevant legislation, management processes and procedures
- Organised, efficient, and capable of managing shifting priorities
- Energetic and responsive
- Fast learner who can multi task
- Ability to work as part of a small tight knit team.
- 5 years residency.
- Full driving License

At D2 we're interested in attitude, commitment, an inquiring mind, and an intuitive understanding of how to succeed in a competitive industry. Everything else can be taught. However, candidates require 2 A Levels Grade D or above and GSCE in Math and English.

A few other important things

You'll need to adhere to all policies, procedures and regulations including those around anti-money laundering, terrorist financing and conflicts of interest.

We require you to fulfil your personal CPD requirements and take personal responsibility for continually developing your skills and knowledge.