

BUILDING MANAGER

LOCATION**Jersey****EMPLOYMENT****Permanent****SALARY****Subject to experience**

D2 Real Estate is the Channel Islands' leading commercial real estate advisor, with over £800m of property under management across both Islands (Guernsey and Jersey). To help us continue the exponential growth we have enjoyed since our 2017 management buyout of BNP Paribas Real Estate (Jersey) Ltd, we're looking to appoint a Building Manager to take responsibility for the Jersey International Finance Centre, a portfolio of prime commercial assets.

ABOUT THE ROLE

The Jersey International Finance Centre (JIFC) is located at the heart of Jersey's central business district and Waterfront area and provides a gateway to St Helier and a key link between the historic Town and its Waterfront.

The buildings are of the highest architectural and environmental standards commensurate with the level found in the World's leading financial centres.

The overarching objective of the JIFC is to create the highest quality office district in Jersey befitting the quality and reputation of the Finance Industry in order to provide for the future needs of on-island businesses and attract new companies to the Island.

This is, therefore, a vital hands-on role with genuine ownership, covering both hard and soft FM, working closely with the Property Manager to ensure the portfolio is well run, compliant and delivering for occupiers.

It is a strong opportunity to take ownership of a high-quality commercial portfolio within a well-regarded business, offering both professional responsibility and a high quality of life in Jersey.

KEY ROLE REQUIREMENTS

- Take ownership of facilities management delivery across the portfolio, covering both hard and soft services.
 - Manage third party suppliers, ensuring contracts are in place, regularly reviewed and delivering against agreed SLAs.
 - Lead on the performance management of key suppliers, carrying out audits and monitoring service delivery.
 - Oversee M&E, life safety systems, lifts and public health systems, ensuring safe and compliant operation.
 - Carry out regular inspections of common areas and plant, maintaining presentation and operational standards.
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- Monitor performance of third-party site-based staff, ensuring policies and procedures are followed.
- Manage service charge budgets, including forecasting, approvals, expenditure tracking and year-end reconciliation.
- Review and approve supplier invoices, ensuring accurate allocation to service charge.
- Support the mobilisation of new properties into management.
- Ensure compliance is up to date across all assets, maintaining systems such as Vantify and working with risk assessors to close out actions.
- Manage local environmental activities in order to meet statutory obligations and achieve/retain industry standards.
- Ensure compliance with all internal procedures and policies.
- Statutory Compliance & Risk Management, ensure strict adherence to commercial health and safety regulations, oversee fire prevention, elevator inspections, environmental health protocols, and take key role in the event of emergency evacuation management.
- Build and maintain strong relationships with occupiers and clients, responding to queries in a timely and professional manner.
- Work closely with alliance partners, including BNP Paribas Real Estate, ensuring systems and processes remain aligned and up to date.
- Prepare and contribute to monthly and quarterly reporting, including FM updates to D2RE Directors and clients.
- Maintain accurate records across property management systems including Tramps and Vantify.
- Support capital replacement planning and longer-term asset initiatives.
- Identify and implement improvements to systems, processes and service delivery across the portfolio.
- Support occupier and client retention through consistent, high-quality service delivery.

ABOUT YOU

- Experience in a Facilities Management role within commercial property.
 - Strong understanding of both hard and soft FM services.
 - Proven experience managing third party suppliers and service contracts.
 - Experience managing service charge budgets and controlling expenditure.
 - Good working knowledge of health and safety legislation and statutory compliance.
 - Strong communication skills, including report writing and stakeholder engagement.
 - Comfortable operating across multiple sites within a live environment.
 - Well organised, with the ability to manage competing priorities.
 - Experience using property management systems such as Tramps and Vantify is desirable.
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- A National General Certificate in Occupational Safety and Health accredited by NEBOSH, or an equivalent health and safety qualification, is desirable.
- Relevant professional membership (IOSH, IWFM, RICS or similar) is desirable.
- Professional and credible in approach.
- Comfortable working independently within a small, collaborative team.
- Proactive, practical and solutions-focused.
- Able to manage a demanding workload with a high level of responsiveness.

The successful candidate will receive a competitive salary commensurate with experience, together with bonus, pension and healthcare benefits.

ABOUT US

Just nine 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. The prime office investments we manage include globally recognised and respected names such as KPMG, PwC, BNP Paribas, The Royal Bank of Canada, UBS, Sanne PLC, Aztec and The Royal Bank of Scotland.

We believe in nurturing a lean, agile and entrepreneurial culture. The islands' premium real estate marketplace is evolving rapidly due to a number of factors, including the impact of the pandemic, the changing expectations of occupiers, and the growing importance of CSR. We are helping our clients to successfully navigate these changes and capitalise on the new opportunities they bring. 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.

Collaboration is foundational to our values. Our team of 16 across Jersey and Guernsey bring broad and in-depth market experience, and we work closely together to share ideas and insight. We invest heavily in the training and development of our team, both formally and informally, and offer genuine scope for progression within the business. Staff wellbeing is a central value at D2 Real Estate.

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.

