Land, Commercial and Residential Tenants Manager

Responsible for the development of DHT’s relationship with all tenants across the estate in line with best commercial practice and the Land Use Review

SOME OF THE MAIN THINGS YOU’LL BE DOING:

• Developing policy that drives DHT’s relationship with the commercial, land and residential tenants on our estate.
• Managing the legal and financial relationships with our tenants.
• Ensuring minimal voids across our entire lettings estate.
• Leading and managing the highest standards of customer care for our tenants.
• Developing and managing a productive working relationship with the estate maintenance team that feeds the customer care relationship with our tenants.
• Building and maintaining relationships across DHT that provide business development opportunities and a co-ordinated support network for our tenants.
• Manage Dartington’s relationship with the Enterprise Network.
• Deliver the aspirations of all grant funding objectives
• Developing and maintaining relationships with external organisations in support of our tenant network.
• This list is not intended to cover all areas of your role but rather to outline the key accountabilities. Critical to success will be that your work is carried out in a way that demonstrates your initiative and your approach to great customer service and growing audiences.

ROLE DETAILS:

DEPARTMENT: Ecology

REPORTING TO: Director of Ecology

WHAT YOU WILL BRING:

• Excellent people and negotiation skills with the ability to deliver great customer service.
• A good knowledge of the estate and how it works as a living, breathing place.
• A detailed working legal knowledge of commercial residential and land based tenancy agreements
• An ability to network externally in support of our commercial tenants and the success of their businesses.
• Excellent customer service towards all internal and external customers, creative problem solving, a positive can do attitude and a willingness and desire to ensure all who come into contact with Dartington have the best possible experience.
• Have a good understanding of and work towards the purpose, values and strategy of Dartington.
• Commitment to work hard and act in Dartington’s best interests at all times.
• A willingness to act in line with Dartington’s ethics and values.
• An absolute commitment to act in accordance with both the letter and the spirit of the equalities legislation

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