

Job Description: EdCity Senior Asset Manager

Reports to: Director of Projects

Location: White City, West London

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £75,000 to £90,000 (depending on experience)

About the role:

We are looking for an experienced Senior Asset Manager to oversee the office building and the wider EdCity estate which includes public realm and a shared energy centre. The Senior Asset Manager will balance strategic leadership with innovation and operational delivery and build strategic partnerships and relationships with internal and external partners.

You will be the first point of contact for the stakeholders and partners involved in the EdCity project – as well as managing multiple outsourced partners to deliver an exceptional environment and visitor experience to both the public realm and the 1EdCity office building.

We are looking for someone who has experience of leading the asset management of one or more buildings (including value-add projects such as major fit outs or refurbishments), as well as commercial contract management. You will have held responsibility for taking a development asset into management, operational management and leasing within a multi-tenanted office environment. It is desirable for the postholder to have experience of owner-occupied office buildings, and/or a mixed-use building or estate.

Key Responsibilities:

Property Oversight:

- Manage the overall operations of the 10-story office building, ensuring alignment with Ark's objectives and standards
- Oversee the management company to ensure effective facilities management, security, and maintenance of the building
- Ensure that the common areas of the building and exterior landscaping are well looked after and maintained
- Oversee the management company to manage the estate common parts, including the public realm, energy centre and service tunnel
- Coordinate with the EdCity finance business partner to review service charge budgets, manage approvals process with relevant stakeholders, and approve invoicing of voids
- Review regular reporting to ensure that high standards are being achieved and escalate issues appropriately to key stakeholders and boards

Tenant Relations:

- Establish and maintain positive relationships with current tenants, addressing needs, inquiries, and concerns promptly
- Implement initiatives to enhance tenant satisfaction, loyalty, and retention
- Oversee a programme of building events and community engagement to be delivered by the Community Manager

Marketing and Leasing:

- Hold overall responsibility for marketing and leasing remaining vacant floors of EdCity, reporting to the Ark leadership team and boards
- Manage leasing agents to provide regular market research to understand demand and regularly review target rental rates
- Manage leasing agents to proactively market the vacant office space, supporting viewings, ensuring up to date marketing materials and collateral, and facilitating leadership and board input and sign off during ongoing negotiations
- Manage leasing transactions, including new leases, lease re-gears, lease renewals and rent reviews to drive and enhance value in line with the leasing strategy
- Oversee leasing of flex and serviced offices, leading on negotiations depending on the size and complexity
- Coordinate with the Ark Communications team to manage and enhance the PR, Comms and Marketing for EdCity to support the leasing campaign, including but not limited to website updates, photography, advertising, speaking on panels, interviews, etc
- Manage external professional advisors as required to deliver on the leasing strategy including but not limited to: project management consultants, planning advisors, strategic advisors

Onboarding and Fit-Out Management:

- Oversee the tenant onboarding process, ensuring a smooth transition for new tenants
- Manage Construction Management consultants to ensure tenants complete a License to Alter as required before making modifications to their leased space
- Manage the fit-out process, ensuring tenants complete a License to Alter as required before making modifications to their leased space

Café Operations:

- Oversee the operator of the café in the reception area and hospitality throughout the building, ensuring high-quality service and products for tenants and visitors
- Evaluate vendor performance and collaborate on menu offerings, marketing and pricing strategies
- Review monthly reporting to ensure that the café performs against budget, and to monitor the performance of the operator and their staff

Financial Management:

- Input into the annual operating budget for the building (owned by the EdCity finance business partner) and deliver against the budget
- Input into the annual operating budget for the serviced office and events venue working to ensure that the services are delivered efficiently and to a high standard
- Work with the EdCity finance business partner to monitor income and expenses, performing regular financial analyses to assess performance and identify areas for improvement

Reporting and Compliance:

- Collate and interrogate third-party reporting and escalate to monthly and quarterly stakeholder governance meetings
- Take overall responsibility for EdCity reporting to a range of boards and internal leadership team:
 - Prepare internal report on EdCity activities

- Lead reporting, set agenda, collate papers, and present to monthly internal leadership team meeting
- Lead reporting, set agenda, collate papers, and present at the following boards, which meet quarterly: EdCity Office Limited, EdCity Management Co
- Input into EdCity Report to the Ark board, which meets on a quarterly basis
- Review and approve meeting minutes
- Manage EdCity Governance Lead to create and update risk registers, action trackers, and maintain good governance and compliance on all aspects of the property and estate vis a vis the relevant boards

Management of Team:

- Indirect management (dotted line):
 - EdCity Governance & Compliance lead, responsible for secretariat across the EdCity corporate entities
 - EdCity Finance Business Partner responsible for management accounts, billing and supporting budgeting and reporting
- Contract management of external providers:
 - Building and Estate management company
 - Flex management company
 - Marketing advisors
 - Leasing agents
 - CM consultants (tenant fit out)
 - Legal advisors
 - Catering company responsible for operation of cafe and hospitality services
 - Other consultants and service providers as required.

Strategic Planning:

- Identify opportunities for property enhancements and value-add strategies to increase attractiveness and profitability
- Stay informed about market trends and competitor properties to make informed business decisions

Person Specification: EdCity Senior Asset Manager

Qualifications

- A degree or similar-level qualification in a relevant subject area (desirable)
- MRICS Qualified or equivalent professional experience ideally gained in a property company

Knowledge & Skills

- An ability to implement high-level strategic plans, prioritise objectives and contribute effectively to the preparation of such plans
- Excellent stakeholder engagement and relationship-building skills
- Experience managing significant budgets and operating with a high degree of autonomy and accountability
- Experience of delivery and achievement at a senior management level including board reporting
- A proven track record of managing a large office building or a portfolio of buildings with day-to-day responsibility for leasing, facilities and customer experience
- Experience in managing capital works projects, particularly refurbishments
- Experience of negotiating leases and core competencies in commercial and legal issues common in property sector. Experience of creating business plans and preparing analysis, setting and managing service charge budgets, capital expenditure, and revenue
- Experience of managing contracts and deriving improved performance and value for money from these

Personal Qualities

- Commercially orientated to seek out and maximise opportunities and engender this behaviour in the overall team
- Excellent leadership and management experience and a proven track record in motivating and developing teams
- A high level of communication, advocacy and negotiation skills
- A resilient, enterprising, and ambitious mindset, with a proactive approach to problem-solving
- An ability to build strong working relationships with other senior staff and to be a key team player
- Proven experience in leading teams to success and working collaboratively across diverse stakeholder groups
- An ability to prioritise workload, delegate effectively and manage complex tasks to meet strategic goals on time and within budget
- A strong commitment to customer service in a complex organisation

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).

[About EdCity:](#)

Office Space

The 95,000sqft net office building fronting South Africa Road is a ten-storey 'Grade A' building, which will include the new national headquarters of Ark and mission-aligned education and charitable organisations over four further floors of the building.

Featuring a 'Town Hall' reception area including informal meeting space, the building is designed to a BREEAM Excellent rating and has four outdoor terraces together with a 'penthouse' top floor.

Two floors have been fitted out to provide flexible offices and co-working space for smaller and mid-sized education and charitable organizations. This concept is being expanded to include an additional floor over the coming year thanks to funding from Bloomberg.

Floors 5-8 are being actively marketed via leasing agents, to provide the rental income to provide a long-term endowment to support Ark's charitable aims.

Public Realm

When the final phase of EdCity is handed over in Autumn 2025, it will provide a new public square and a pedestrian and cycle boulevard, linking the existing Australia Road and the residential areas in the west, to Dorando Close and the redeveloped White City business district and transport hub in the east. This will dramatically improve transport and accessibility for the community, halving the time it currently takes to walk from the White City Estate to the nearest underground station.

The boulevard will include linear rain gardens and benches. These are privately owned and managed areas of public realm, which are under long-lease to the EdCity Management Company, which is constituted of stakeholders from the estate. The EdCity ManCo is also responsible for the energy centre in the basement of the office building, and for delivering utilities provision for all estate tenants, and for delivering maintenance, cleaning and security within the public realm.

Education & Youth Facilities

The development creates a new education hub designed to bring social, educational and economic benefits to the local community through a new primary school, nursery, an adult learning and skills centre, an H&F employment hub, and new youth zone.

[Ark White City Primary Academy](#), which opened Oct 2023, offers state-of-the-art facilities and a high-quality playground area. It provides multi-purpose cooking, DT, science and art room and a sensory room. The

school has been designed with extra wide learning corridors which can be used as flexible breakout spaces from the classrooms.

The [WEST Youth Zone](#), managed by Onside, will offer an array of after-school, weekend and evening activities and opportunities for the local community aged between 8 and 19, including those aged up to 25 with a disability. Facilities and activities will include a climbing wall, 3G pitch, boxing room, a fully equipped gym, music, art, dance, mentoring, a training kitchen, a four-court Sports Hall, a multimedia suite and much more. Young people will pay just £5 annual membership and 50p per visit.

[Harmony Nursery](#) will return to the site in 2025, where it will benefit from bright and spacious, state-of-the-art new facilities and a private outdoor play area, enabling it to increase its capacity from 45 to 75 places, offered at an affordable rate to meet the local need.

A transformed [Adult Skills and Learning Centre](#) will offer a bespoke new offer at EdCity focused on STEM. The curriculum will be developed in partnership with local businesses in the White City Innovation District and Imperial College. The main aim of supporting people back into employment, in collaboration with the new co-located [H&F Employment Hub](#).

Affordable Housing for Local People and New Community Space

The development will provide 132 affordable homes for local people and key workers, including teachers. This will include 55 one bed apartments and 77 two bed apartments. 33 of these apartments will be London Affordable Rent Units and 61 will be Shared Ownership Units.

All the homes will be managed by the London Borough of Hammersmith and Fulham.