

JOB DESCRIPTION

Job Title	Property & Portfolio Director
Reports to	Chief Executive Officer
Job Purpose	<p>The Property and Portfolio Director is responsible for the strategic leadership, management and optimization of the organisation’s national property portfolio across England and Wales, ensuring that all assets are both safe and of a high standard for both team members and those we support.</p> <p>This role will be the organisation’s subject-matter expert for property and housing, ensuring all buildings are fit for purpose, meet regulatory standards and support the overall strategic growth and transformation.</p> <p>The Property & Portfolio Director oversees asset strategy, property development, acquisitions, disposals, compliance, housing, facilities management, procurement and long-term planning across a large multi-site organisation.</p>
Key Deliverables	<ul style="list-style-type: none"> • Development and delivery of the organisational property and estates strategy, aligned with long-term delivery models and growth. • Oversight of all property aspects relating to acquisitions, refurbishments, improvements, expansions and new developments. • Effective asset management, ensuring compliant, cost-effective and high-quality solutions to existing portfolio requirements, aligned to CQC/CIW requirements. • Accountability for ensuring every property meets statutory, contractual and regulatory compliance requirements. • Oversight of relationships with landlords, developers, architects, surveyors, housing providers, FM providers, and contractors. • Leading and developing the property, facilities management, procurement, housing and maintenance teams, fostering a high-performance, customer-focused culture. • Accountability for the management and oversight of the organisation’s fleet.
Key Accountabilities	<ul style="list-style-type: none"> • Leading strategic reviews of the property portfolio, ensuring suitability, financial sustainability and optimum utilisation. • Providing expert insights into market trends, property risks, asset investment needs and future estate requirements. • Providing advice to the Senior Leadership Team on investment priorities, alongside long-term asset planning. • Identifying and evaluating opportunities for new development, including site acquisitions, partnerships, leasing and refurbishment projects. • Leading property due diligence for mergers, acquisitions and organisation expansion. • Overseeing feasibility studies, project appraisals, commercial



	<p>negotiations and investment cases.</p> <ul style="list-style-type: none"> • Managing all disposals and reconfigurations of properties no longer aligned with the organisation strategy. • Ensuring that all planned and reactive maintenance is completed in a compliant, efficient and cost-effective manner. • Overseeing the budgeting, forecasting, lifecycle planning and risk management for the portfolio. • Ensuring all assets meet regulatory requirements, including CQC/CIW, Health & Safety, Fire Safety and environmental regulations. • Driving sustainability and net-zero initiatives across the portfolio. • Leading audits, risk assessments and safety reviews, ensuring rapid action on any incidents of non-compliance. • Overseeing major refurbishment, improvement and expansion programmes. • Leading cross-functional collaboration with Operations, Quality, Finance and IT to design property solutions that enhance people’s wellbeing and independence. • Ensuring all works are delivered on time, within budget and to high quality and safety standards. • Driving performance and value for money from external partners through strong commercial management. • Representing the organisation with regulators, planners, environmental bodies and local authorities. • Leading the property and portfolio team, promoting a safe and compliant mindset across all functions. • Ensuring tenancy, occupancy agreements and housing related compliance (for example right to rent, HMO licences & statutory landlord obligations) are adhered to. • Managing tenant/landlord responsibilities between the organisation and housing associations. • Setting up housing management agreements, service charge arrangements and housing responsibilities. • Onboarding new housing associations into the organisation. • Ensuring due diligence, property standards, and compliance requirements are met before onboarding any new supplier. • Overseeing any transitions between housing providers. • Monitoring housing provider performance (repairs, safety actions, communication). • Conducting lease renewals, renegotiations and rent reviews, ensuring financial sustainability and clear SLA’s. • Managing contract variations, break clauses, and lease disputes. • Accountability for procurement, ensuring effective supply across contractors and frameworks for all areas, including property repairs and maintenance. • Oversight of the compliance, maintenance, procurement and cost-effective lifecycle management of the organisation’s fleet.
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	<ul style="list-style-type: none"> • Managing all existing and new contracts, across tenders, mobilisation and performance reviews. • Acting as a trusted senior leader, providing clear guidance and advice to the Senior Leadership Team including assurance that all assets meet relevant legislative requirements.
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PERSON SPECIFICATION

Knowledge and Experience	<ul style="list-style-type: none"> • Significant senior leadership experience managing large, complex, multi-site property portfolios. • Extensive experience within adult social care, healthcare, housing or a similarly regulated sector. • Strong knowledge and understanding of CQC/ CIW property-related requirements, fire safety, building compliance and health & safety frameworks. • Proven track record of leading large-scale refurbishment or development projects. • Commercial acumen, including negotiation of leases, housing agreements, property transactions, and asset optimisation. • Ability to translate property strategy into operational reality across a large, multi-site organisation. • Experience with sustainability, net-zero, or energy efficiency strategies. • Professional accreditation (for example, RICS, IWFm).
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