

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Estate Commercial and Engagement Manager</b>
<b>Ref No:</b>	<b>EST349</b>
<b>Campus:</b>	<b>Hendon</b>
<b>Service:</b>	<b>Estates</b>
<b>Grade:</b>	<b>Grade 6</b>
<b>Starting Salary:</b>	<b>£36,841 per annum inclusive of Outer London Weighting rising to £42,064 incrementally each year</b>
<b>Hours:</b>	<b>35.5 hours per week, actual daily hours by arrangement</b>
<b>Period:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>Head of Estate Commercial Services</b>
<b>Reporting to Job Holder:</b>	<b>None</b>

### **Overall Purpose**

The Estate Commercial and Engagement Manager manages estate business development and engagement initiatives within Estates Services supporting the implementation of the commercial strategy that optimises the financial and operational performance of the University's London estate and facilities and promotes University's role in the local community as an anchor institution. The postholder is responsible for identifying and cultivating opportunities for commercial partnerships, community engagement, income generation, enhancing internal and external stakeholder relationships. In close liaison with the Head of Estate Commercial Services, the role also involves strategic planning, project delivery, and collaboration with internal and external partners to maximise the University's estate potential.

### **Principal Duties**

Strategic Commercial Planning and Delivery:

- Take a proactive lead in contributing to the development and implementation of estate commercial strategy and support the Head of Estate Commercial Services in maximising the income generation from the University's estate and facilities while ensuring its alignment with the University's sustainability goals and the Estate Strategy and its priorities
- Undertake analysis of market trends and competitor strategies to keep the University's commercial estate competitive
- In close liaison with the Head of Estate Commercial Services, work collaboratively with internal and external stakeholders to drive commercial initiatives while optimising the utilisation of the London estate
- Identify, develop, and implement new business opportunities to optimise the use of University's facilities and generate income
- Create and manage strategic partnerships with external partners, businesses, and community groups to enhance the University's presence and impact
- Develop business cases for initiatives that align with the University's estate strategy

Stakeholder Engagement:

- Act as the primary contact for external stakeholders and partners interested in utilising University's London estate and facilities
- Build and maintain strong relationships with local businesses, community groups, and other external entities
- Work closely with academic departments and professional services to promote cross-campus collaboration on estate-related projects
- Represent the University in community and professional networks, promoting its services and facilities

#### Event and Space Management:

- Oversee the marketing and booking of University spaces for events, conferences, and external use/sublets
- Ensure a high-quality user experience for partners and other stakeholders engaging with the University's estate and facilities
- Monitor and evaluate the success of events and space usage, providing reports and recommendations for improvement

#### Compliance, Risk Management & Governance:

- Ensure compliance with legal, regulatory, and financial requirements for commercial estate operations
- Identify and mitigate risks related to property management, leases, and commercial partnerships
- Oversee contracts and service-level agreements (SLAs) with partners and third-party service providers

#### Data Analysis and Performance Monitoring:

- Track and report on key performance indicators (KPIs) for commercial estate operations
- Provide insights on market trends, financial performance, and investment opportunities
- Conduct feasibility studies and risk assessments for new commercial initiatives
- Support sustainability and inclusivity goals within all estate-related projects

#### Leadership and Team Management:

- Mentor, coach and motivate colleagues within Estate Services, contributing to their high performance and professional development
- Foster a culture of innovation, collaboration, and continuous improvement

## **PERSON SPECIFICATION**

**Post Title: Residence Life Manager**

### **Knowledge**

#### **Essential:**

- A degree in Business, Marketing, Estate Management, or a related field, or equivalent experience
- Strong understanding of estate services, facilities management, and event management
- Knowledge of income generation models in higher education or public sectors

#### **Desirable:**

- Professional qualifications in business development, project management, or estate management.
- Awareness of sustainability and inclusivity principles in estate development.

### **Skills**

#### **Essential:**

- Excellent communication and negotiation skills
- Strong analytical, organisational, and project management abilities
- Ability to build and maintain relationships with diverse stakeholders
- Proficiency in using relevant IT tools and systems

#### **Desirable:**

- Marketing or promotional skills to enhance the University's estate profile

### **Experience**

#### **Essential:**

- Proven experience in business development, stakeholder engagement, or similar roles
- Track record of generating income and managing business ventures
- Experience working in a higher education or public sector environment

#### **Desirable:**

- Experience managing events and/or marketing university facilities
- Demonstrated success in building and managing external partnerships

### **Equality Diversity and Inclusion**

#### **Essential:**

- Demonstrable commitment to fairness and the principles of equality and inclusion

### **M U Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

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**Annual Leave:** 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

### **Parking at Hendon campus**

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. *Further details are available on the Travel and transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

### **Information for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

### **Public Transport**

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

### **What Happens Next?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact Lisette Metcalfe, Student Housing Services Manager, via email on [L.Metcalfe@mdx.ac.uk](mailto:L.Metcalfe@mdx.ac.uk)