Your core purpose will be to lead, plan, manage the development and delivery of the YHA network strategy. To include the development, maintenance, and management of YHA’s Property Estate ensuring that our customers have access to a high quality, compliant and reliable hostel network. You will protect and optimise YHA assets, lead commercial property negotiations for acquisitions/disposals and ensure the YHA achieves best value. You’ll work as part of the Senior Leadership Team, reporting directly into the Executive, providing visionary leadership and promoting an ethos of high performance and continuous improvement, driving a step change in the performance, and helping us deliver our transformational goals.

To ensure that YHA’s Business Systems are well maintained, supported and fit for purpose.

**Job description for Director - Property**

**Grade**

**Directorate: Investment & Infrastructure**

**Team/Location: Property/Field/Home based**



What you’ll be doing:

You’ll work with all the Senior Leadership Team to ensure that the Property Team provide the support and services required for customers and colleagues.

You’ll develop and maintain network of external relationships including funders, landlords, National Parks and other partner organisations to help effectively deliver strategic aims and open up and deliver growth opportunities for the Charity.

You’ll be responsible for managing the relationship with all our key consultant and contractor partners and suppliers.

You’ll work with the Executive Director and inspire confidence through the support and strategic guidance provided to the Executive team and Board. You’ll deliver service excellence to all internal and external stakeholders/customers, role modelling our HEART Values.

What you’ll deliver

**You’ll provide inspirational leadership**

**You’ll develop and deliver key processes**

You’ll lead the Property team, developing and supporting a highly performing engaged team where the resources are deployed effectively and that clear and stretching KPIs are in place which are tracked and delivered.

You will create and deliver an annual Property Directorate plan that is aligned to enable the Department to deliver business plan priorities and service excellence.

You’ll build collaborative internal and external networks, leading cross functional teams in one or more of our 10 strategic priorities. You will influence and support change programmes through the aligned work of the Department.

You will Deputise for the Executive Director as required.

Reporting to and working with the Executive Director you will develop the YHA’s Network and Capital Strategy to ensure the YHA network and offices are customer focused, fit for purpose, well maintained and deliver the Charities strategic aims.

You will protect and enhance the value of YHA’s property assets through the good management of the estate. You will identify and deliver opportunities to expand and develop the YHA Network and lead on these commercial negotiations.

You’ll take full management responsibility for property strategy, investment, development and maintenance, ensuring this is delivered on time and on budget. You’ll champion the development of strategic budgeting, efficient processes, ensuring that the needs of the users are met.

**You’ll manage risk**

**You’ll build great relationships**

You’ll ensure relevant external contracts and service level agreements, property and relevant financial related policies are implemented throughout, such that YHA assets and ways of working are well managed and compliant.

You will develop and maintain the Department Risk Register and you will provide the Executive Team/senior managers with relevant status reports including visibility of issues and risk, changes and plan and budget slippage.

**Our values and behaviours**

**Helpful -** Helpfulness is about making life easier for other people, being hospitable and creating a pleasant working environment. It’s about great customer service in everything we do. It’s about being friendly, approachable and cooperative with colleagues.

**Efficient -** YHA is a charity. And we have a duty to make the very best use of our limited resources. Being efficient means being organised, thoughtful in decision-making, hardworking and committed to improvement. It’s about involving the right people at the right time and giving them what they need to succeed.

**Authentic -** Being authentic combines the qualities of honesty, trustworthiness and transparency. It’s about being real, genuine, straightforward. When what you see is what you get, colleagues and customers can take confidence in that.

**Respectful -** It’s about treating others how we wish to be treated. It’s about inclusivity and equality. About taking care of our community. It’s about being professional. And adopting a spirit of generosity; valuing the time, energy, opinions, achievements and working styles of colleagues, volunteers and supporters.

**Team-spirited -** We may be spread across two countries. And work in various towns and cities, on the coast, in remote rural spots or at National Office. Yet YHA is one team. And for the health and success of the team, we take individual responsibility, show personal leadership qualities, and collaborate towards our goals.

**Knowledge, skills & experience needed**

Property professional, with a proven record of strategic planning and management customer focused property estate, ideally within a multi-site, hospitality focused environment.

MRICS Chartered Surveyor or equivalent experience, with a minimum of 10 years’ experience in a senior property role within a complex operational organisation including:

* Identifying, negotiating, and purchasing operational property assets.
* Delivery of significant capital development/refurbishment projects to scope/budget and programme.
* Managing and creating value from a diverse property estate.
* Developing long term property management plans and maintaining a diverse network of operational assets
* Leads by example, with experience of leading and inspiring effective teams and a commitment to upholding professional standards.
* Creative, entrepreneurial, and innovative; a strong and confident networker who can inspire and influence whilst not afraid to take risks and ensure delivery.

Having the confidence and gravitas necessary to manage the business expectations and manage relationships with key partners.

Proven ability to work independently and pro-actively, demonstrating responsibility and accountability for project delivery.

Ability to provide vision and strategic direction to others whilst working effectively and inclusively as part of a wider strategic team.

Ability to establish and maintain senior level relationships and to influence at all levels. Flexible and adaptable, open to new ideas or concepts and changing conditions.

Confident and effective communicator and facilitator, with the ability to engage different audiences and build collaborative relationships with others.

Results focused with a tenacious approach to delivery and quality of output whilst displaying integrity in own behaviour and dealings with others.

Ability to work flexibly, including national travel with occasional evening and weekend working and overnight stays to meet the needs of the business.

Size & position in organisation

**Reports to:** Executive Director Investment and Infrastructure

**Financial responsibility:**

Full accountability for a c. £120m property portfolio. Managing departmental budgets in excess of £7m and Project spends typically between £1-5m in any given year.

**Line management:**

Responsible for managing a cross functional, largely field based team of 16 covering areas of Estate Management, Property Development and Facilities Management.

**Relationships:**

Internal: The Executive Team, The YHA Board/Sub Committees and the Senior Leadership Team

External: Funders, Insurers, Landlords, Partner Organisations, key suppliers and advisors

**Accountability:**

YHA property is an integral part of the organisation. The ability to operate a high-quality network of hostels is key to the delivery of the Strategy and protecting the Charity’s reputation.

Leads by example, with experience of leading and inspiring effective teams and a commitment to upholding professional standards.

Author: Executive Director Investment and Infrastructure Date completed/reviewed: June 2022