

Role Profile

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| Role Title: Specialist: Landlord Relationship | Function: Mast Services |
| Band: | Sub-Function: Estates Management |
| Reports to: Regional Manager Estates | Location: |

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|------------------------|----|
| Budget Owned: | No |
| Direct Reports: | No |
| Dotted Reports: | No |

ROLE TITLE:

Specialist: Landlord Relationships

ROLE PURPOSE:

- To manage Landlord relationships, end to end within MAST
- Cession of Lease Agreements: To obtain consent from landlords for the transfer of existing lease agreements
- Lease Renewals: To manage and renew lease agreements, ensuring favorable terms for the company.
- To manage strategic and operational Property related projects, negotiations, and reporting

RESPONSIBILITIES WILL INCLUDE:

- Build and maintain good business relationships with landlords in line with MAST Services and Performance Management Framework and objectives
- Stakeholder engagement with relevant landlords, stakeholder and government bodies/ associations to strategically position MAST Services to achieve its long-term objectives.
- Implement the MAST Services strategy with the aim of maximizing onward tenancies and cost containment in the long run
- Timely renewal and lease renegotiation of rentals (focus on reduction of rentals)
- To facilitate communication between MAST Services, Landlord and contractors.
- Regular Site Meetings and updates with Landlords
- Dispute resolution and ensuring business continuity
- Manage ground rent direct expense budget
- Support of site activities and access including upgrades through close coordination with landlords and other MAST and customer stakeholders
- Reporting and tracking, on the status of lease agreements and negotiations
- Liaising with MAST Landlord Relationship Specialists, requires teamwork and the ability to work as a unit within a larger property management framework
- Working on ad-hoc projects as requested by line manager and the organization

CORE COMPETENCIES:

- Understanding of Basic Telecommunications Principles and site layout.
- Negotiation Skills including dispute management skills, is vital
- Communication Skills, essential for liaising with various stakeholders, including landlords, contractors, and internal teams.
- Contract management: Having understanding and Business acumen in dealing with contract clauses and implementation, ensuring all legal and procedural requirements are complied to.
- Organizational Skills, necessary for managing multiple leases, renewals, and workload
- Problem-Solving Skills, useful for addressing any issues that arise during the negotiation or cession process.
- Attention to Detail and reporting skills: Critical for drafting leases, capturing information, Excel, smart sheets and systems knowledge and ability to report on and analyse statistics.

KNOWLEDGE AND EXPERIENCE:

- Landlord dispute resolution / management / Persuasion and influencing skills
- Contract management and basic contract law
- Relationship management
- Stakeholder management
- Excellent interpersonal skills
- Knowledge of Town Planning Environment
- Understanding of Geographical Maps

TECHNICAL/PROFESSIONAL QUALIFICATIONS:

- Relevant 3 year Degree / National Diploma / Equivalent experience (Knowledge Skill Abilities) in Property, Town Planning, Law, or relevant Built Environment qualification.
- Understanding of basic business principles
- Relevant Property Legislation & leasing
- Knowledge of Policies and procedures
- 3- 5 years experience in a similar role
- 3 - 5 years Negotiating experience
- 3 - 5 years working with property/base stations/telecoms (Desirable)

KEY PERFORMANCE INDICATORS [MAX 3]:

- Engaged and managed Stakeholders
- Ground rent costs and lease expiry profile
- Queries resolved within a reasonable time
- Leases negotiated and signed