

Portfolio IT Manager

A vacancy has arisen for a **Portfolio IT Manager** to join Great Portland Estates, reporting to the Senior Operations Manager.

Organisation background:

Great Portland Estates (GPE) is a highly regarded central London Property Investment and Development company with approximately £2.5 billion of real estate. GPE is primarily office focused with retail and some residential; 100% of the portfolio is located within central London. The business focuses on acquiring and developing properties through effective portfolio management or redevelopment to reposition them and unlock their full potential.

This approach, combined with successful reading of the real estate market, continues to deliver outstanding performance for shareholders and makes for a very dynamic environment in which to work.

Role and Responsibilities:

- Manage the Technology deliverables for any portfolio / development activities, project managing technology deliverables on new developments and refurbishments.
- Provide quotes and estimates to the development and investment teams to support future portfolio initiatives.
- Oversee and manage the support provided to sites to ensure day to day service levels are met working closely with both GPE Staff and suppliers/partners.
- Hold suppliers / partners to account for delivering any new technology to sites on time and to budget.
- Manage Digital and Technology related finances for any portfolio project related activities.
- Support the leasing and flex teams with customer pre-sales, on boarding and off boarding activities.
- Support any Digital and Technology related customer feedback sessions, to help improve customer engagement.
- Service Delivery Management to ensure continuity of service from suppliers and partners.
- Introduce better monitoring and alerting for sites so that we identify and resolve any technology issues before they impact on customers.
- Build relationships with our customers technical teams, strengthening their reliance and perceptions of GPE as a partner of choice.
- Ensure we have effective marketing material and customer facing documents, that support our ambitions and effectively communicate our offering to customers.
- Work closely with the Customer Experience team and support any customer technology requirements

Person Specification

Critical skills:

- Technically adept at managing and delivering network and hardware services across a complex portfolio.
- Great communication and interpersonal skills to ensure all stakeholders are kept fully informed of any customer impacting activities, in particular where customer satisfaction is at risk.
- Strong listening skills, to support great engagement with customers and deliver the service that our customers deserve
- Ability to interpret technical aspects into easy to understand business concepts or outcomes.

Personal attributes:

- A customer first mindset to ensure we provide a consistent and appropriate level of service to our customers and stakeholders.
- The ability to handle a large and varied workload, across service and delivery.
- Great attention to detail, to ensure all data, information and reports are always accurate and timely.
- Strong influencing skills to embed business wide processes and bring the whole business on the journey.
- A dynamic individual who enjoys working in a fast-paced environment.
- The ability to be able to build relationships in the business, be self-directed and able to use their own initiative to progress tasks/activities balanced with knowing when to seek advice.
- High degree of professionalism and integrity, with the ability to be discreet
- Able to define and implement new ways of working to help speed up and simplify our business.
- Conscientious and delivers on commitments in-order to meet the needs of the business.

- Work well with a mixture of stakeholders, internally and externally including a variety of Digital & Technology suppliers.
- A continuous improvement mind-set – constantly looks for ways to deliver the best outcomes to the team and the wider business.
- Works flexibly and cooperatively as part of a team

Live by our Company Values:

- We achieve more together.
- We are committed to excellence.
- We are open and fair.
- We embrace opportunity.