

JOB DETAILS

Job Title	Location	
Director – Head of Asset Services, Bahrain	Bahrain	
Department	Direct Reports	
Asset Services (AS)	Bahrain Asset Services Staff	
Reports to	Date Prepared	Job Code
Richard Botham – GM Bahrain	07/05/2018	123001

JOB SUMMARY

The Asset Services Director will provide strategic direction for a large mixed-use portfolio with in excess of 400,000 square metres BUA across over 20 properties currently under management covering residential, office, retail and industrial sectors. Managing existing client relationships, as well as developing new business opportunities will be integral to the role, while overseeing day-to-day business operations of the department in order to meet revenue and operating income targets and managing the, currently 10 strong, Bahrain asset services team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Key Tasks

Portfolio Management

- Oversee the FM of managed property portfolio, particularly Health & Safety and legal compliance related matters (this is though one of NG's roles to manage);
- Client liaison at all levels to ensure sufficient client interaction and oversight of services provided by CBRE;
- Review status of the Leasing & Management contracts, deal with negotiations/renewals;
- Write/review/amend the AS department policies and procedures;
- Follow up any new regulations, laws as required and ensure our compliance and notify staff, clients as required;
- Direct management of specific high importance properties;
- Manage and undertake, as required, the initial stages of any new appointment;
- Lease signatory for Landlord as instructed by client;
- Coordination between Transactional Services / AS teams on managed property matters;
- Administering insurance of managed property portfolio;
- Client meetings as required to ensure correct levels of service and to maintain interaction with key clients;
- Ensures periodic property inspections and documentation;
- Ensures the delivery of accuracy, timely, and comprehensive reports.
- Supervises the planning, budgeting and control of operating and capital expenditures.

Staffing

- Oversee all PM's and AS staff;
- Intervene/assist as required to prevent escalation into major issues;
- Staff appraisals;
- Authorising PM staff expenses, holidays and other HR requirements;
- Sourcing and interviewing potential new staff;
- Periodic review of staff job descriptions;

Business Development

- Develops new business opportunities, across all departments from client identification and solicitation, proposal development and presentation.
- Prepare AS proposals for new work, respond to RFP's and general business development for AS;
- Draft and present proposals for PM related consultancy work and carry out work won;
- Assist other (regional) offices on proposals if applicable;
- Assists in acquisition underwriting and due diligence.
- Maintains ongoing relationship with clients, ensuring that objectives are being met

Residential Leasing

- Manage residential leasing for managed and none managed properties;
- Review/ approve monthly commission summary and payments;

OTHER DUTIES, RESPONSIBILITIES and REQUIREMENTS

CBRE/Office

- Member of Bahrain office senior management team jointly overseeing all business activities;
- Manages the business unit's financial performance;
- Supervises the preparation of annual department budgets, forecasts, management plans, monthly performance reports, and variance reports. Assist with overall office budgeting, forecasts etc.;
- AS department budgeting and planning;
- Recommends strategy and tactics for achieving objectives;
- Provides market analysis and asset positioning consultation;
- Liaison with AS EMEA, SEG meetings, Salesforce, data provision;
- Follow up AS fee payments and ensure invoicing done; and,
- Cheque/authorised signatory for CBRE Bahrain accounts and client accounts;

Communication Skills

- Ability to comprehend, analyze, and interpret the most complex business documents;
- Ability to respond effectively to the most sensitive issues;
- Ability to write reports, manuals, speeches and articles;
- Ability to make effective and persuasive presentations on complex topics to employees, clients, management and/or public groups; and,
- Ability to motivate and negotiate effectively with key employees, management, and client groups to take desired action.

Financial Knowledge

- Requires in-depth knowledge of financial terms and principles;
- Reviews complex financial/business analysis and reports prepared by subordinates;
- Ability to analyze the most complex business/financial data and develop innovative solutions;
- Develops and implements financial policies and procedures; and,
- Approves and oversees department budget.

Reasoning Ability

- Ability to solve advanced problems and deal with a variety of options in complex situations;
- Requires expert level analytical and quantitative skills with proven experience in developing strategic solutions for a growing matrix-based multi-industry sales environment; and,
- Draws upon the analysis of others and makes recommendations that have a direct impact on the company.

Other Skills and Abilities

- Intermediate to advanced skills with Microsoft Office Suite; and,
- Working knowledge of leases, contracts, financial instruments, tax laws, and construction.

OTHER DUTIES AND RESPONSIBILITIES

Commitment to Values

Demonstrated ability to adhere to an organisational set of core values and act in line with those values. Our CBRE R.I.S.E. values:

RESPECT – Treat everyone with dignity, value their contributions, and help one another succeed.

INTEGRITY – Uphold the highest ethical standards in our business practices.

SERVICE – Dedicate ourselves to making a meaningful impact with our clients and in our communities.

EXCELLENCE – Aspire to be the best in everything we do and drive for continuous improvement.

EXPERIENCE AND QUALIFICATIONS

Qualifications	To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
Education and Experience	Bachelor's degree from a university and a minimum of 10 years related experience and/or training.
Certificates and/or Licenses	RICS certification
Languages	Fluency in English, verbal and written. Arabic and other languages are advantageous.
Professional Certification/Licenses	Valid Driver's license

DOCUMENT NAME: Job Description - Asset Services - Director - 123001

This is an official CBRE Human Resources document and is intended for internal distribution to company employees only. This job description has been designed to indicate the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.