

Real Estate Manager - Leckford Estate and Sublet Non Trading Estate

Core information

Location: Leckford, Pimlico and/or Bracknell Head Office with blended working	
Reports to: Senior Portfolio Manager	
People Management: No <input type="checkbox"/> Assignment Management: Yes <input type="checkbox"/>	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: 0	Partnership level(s) of direct reports: Partnership level 5

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

Key Responsibilities

- Leckford Estate: Coordinate and co-lead real estate aspects of the c.£100m estate (commercial, farming, residential, hotel, leisure, and land). This includes building and driving a clear property plan, maximizing rental income and value, budget coordination and stakeholder engagement.
- Sublet Non Trading Estate: Lead asset and property management for residential, retail, office, and warehouse spaces let to third parties. This involves managing external agents, increasing income, reducing voids, and working with other teams to ensure compliance and health & safety.
- General: Proactively manage lease renewals, rent reviews, rates appeals, and service charge reconciliations. Identify opportunities to create value and save costs, and assist in budgeting and maintaining accurate property records. Work closely with Legal and support strategic plans like disposals and acquisitions.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.



We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

More specifically the role will deal with:-

Leckford Estate

The role involves coordinating and co-leading all real estate aspects on the Estate that is currently valued at c £100m and comprises a diverse and complex portfolio of properties including, commercial, farming, residential, hotel, leisure and land. You will work closely with the existing external property management and letting agency and closely with the Director of Leckford Estate and the senior Leckford team. You will be responsible for implementing the property strategy on behalf of the Estate and in conjunction with the wider Property team. Including maximising rental income and property value; co-ordination of budgets and business planning; engagement with local stakeholders and the community; creating clear processes for property governance; engaging the Construction team for delivery of projects and working closely with Maintenance teams to ensure alignment of priorities that recognise the importance of compliance and health & safety.

Sub Let Estate

The role is also responsible for leading the Sublet Non Trading Estate that comprises a mix of residential, retail, office and warehouse space across the country let to third parties. You will be responsible for managing the external property management agent(s) and employ asset and property management initiatives to increase income, reduce voids, and work with other teams to ensure compliance and health & safety.

The Role

The role will report to a Senior Portfolio Manager within the Real Estate Property Directorate and will be an integral member of the Real Estate community. You will provide the Senior Portfolio Manager accurate oversight of the risks, opportunities, budgets and LoB plans. The role will also work closely with the Head of Real Estate and Director of Leckford Estate.

Through your role you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- Leckford: Implementation of property strategy, maximizing income and value, coordinating budgets, stakeholder engagement, creating clear property governance, and working with maintenance and construction teams. Maintaining and enhancing asset value
- Sublet Estate: Leading all asset and property management matters, maximizing income and value, coordinating budgets, creating a clear property plan, and collaborating with internal and external advisors and ensuring effective administration
- Operational leadership: Day to day running of property and water infrastructure. Work with maintenance, ensuring effective response to property issues and link into strategy, community engagement and alignment with Commercial team ensuring priorities are understood and reflected in business plan

Measures of success

Leckford

- Maximising rental income and property value
- Co-ordination of budgets and business planning
- Engagement with local stakeholders and community
- Create clear processes for property governance
- Create clear briefs and business cases for construction related projects and engage with the construction team for delivery of these
- Work closely with Maintenance teams to ensure alignment of priorities that recognise the importance of compliance and health & safety.

Sub Let Estate

- Maximising rental income and property value
- Co-ordination of budgets and business planning
- Creating a clear property plan and strategy for the Sublet Estate
- Working collaboratively with internal teams and external advisors

**Ways of Working**

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly. Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession

Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

Set the tone, context and outcomes for the team with the voice of the customer at the heart.

Enable the conditions for Partner opinion to be heard and acted upon.

Lead Partners within multi-disciplinary and matrix teams to achieve and deliver work, in line with business outcomes and with the voice of the customer at the heart of decision making.

- Own relationship with 3rd party agents, ensuring properties are complaint at all times and we maximise income

Operational Leadership

- Day to day running of property activities on the estate
- Close alignment with Leckford Operational Managers, understanding priorities and ensuring property activities support delivery of commercial outcomes
- Community engagement and build internal and external networks
- Future proof estate operations, energy security, carbon, compliance, H&S
- Build and maintain property database to support management decisions and ensure compliance
- Ensure effective financial administration accountable for Leckford Property P&Ls

Ways of Working

- Shows proficiency at 'Matrix Working'
- Good people skills which show clarity of message and appropriate levels of delegation
- Established strong working relationships with key external stakeholders.

Skills**Stakeholder Management**

Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and put plans in place to achieve collaboration.

Influencing and Negotiation

Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcomes. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.

Prioritisation	Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready for "curve balls" and changes plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
Business Strategy	Thinks for the long term whilst making sense of the current climate. Cuts through any issues in order to reach the defined goal and ensures continued alignment to current business objectives. Puts these strategies in place for peers and team and in doing so, creates a culture where everyone contributes.
Commerciality	Demonstrates an innate passion for and understanding of Property / Retail. This includes knowledge of our competitors and the wider social, political and economic factors which impact our business. Understands the Partnership business model and our integrated objectives and uses this understanding to make well informed decisions that support key business objectives.
Trust Based Leadership	Is approachable and creates an environment where trust is actively built between Partners, so they can work more effectively together, including offering positive challenge in a no reprisal environment. Role models an understanding of what's "behind the badge" with all Partners and is prepared to put self out there to do this.
Recognises Talent and Develops Others	Is a specialist in people, being fully inclusive in identifying potential and talent in others. Enables and empowers Partners to grow and develop in capability and knowledge to build their confidence, whilst making no assumptions about their capability. Support Partners in their career aspirations to do more, do different, do better. Is adept at using their judgement confidently when it comes to holding regular performance conversations with Partners.

Qualifications & Experience (where applicable)	
Essential	<ul style="list-style-type: none"> • RICS Accredited • Extensive experience in portfolio management of a mixed asset class estate • Extensive knowledge of the property market and legislation • Ability to work at pace, be creative, curious and resourceful, work collaboratively and have commercial acumen • Organisation skills and good communicator • Experience in team work and building teams
Desirable	<ul style="list-style-type: none"> • Experience of working across wide range of property types in a rural estate context • Senior level stakeholder management within large property team

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