



Estates Manager

About the Team and the Role

As a member of the management team in our Property & Housing function, the Estates Manager, will take a lead role in delivering, managing and improving a diverse property portfolio of circa 900 locations including retail, office, residential and other operational assets across England, Wales and Northern Ireland. You will manage a budget of £175k and oversee rent & service charge expenditure of £3.5m.

Working at pace, you will be responsible for ensuring the estate is commercially effective, compliant and aligned to organisational priorities. You will lead on lease events, acquisitions and disposals across both freehold and leasehold assets, working closely with Business Development and internal stakeholders to support growth and service delivery. Working closely with colleagues, stakeholders and service partners, you'll use feedback, insight and creativity to enhance our workplace spaces, services and ways of working. Whether delivering workplace improvements, supporting colleague initiatives, introducing new services or helping create vibrant and collaborative environments, you'll ensure our workplaces reflect our culture and support wellbeing, engagement and productivity. You will be supported by an Estates surveyor in the delivery of this work.

You will also manage key external relationships, including managing agents, professional advisors and specialist providers such as rating consultants, and will take ownership for the organisation's property insurance programme.

Alongside operational delivery, you will lead and develop a high-performing team, setting expectations around pace, accountability and outcomes, and driving a culture of ownership and solution-focused working.

You will collaborate widely across the organisation, supporting teams including Retail, Personal Support, Mencap Trust Company (MTC), Legacy and Mencap Training Academy's to ensure property solutions meet a wide range of operational needs.

What you will bring to the role (Essentials)

- Experience of working in a similar management / leadership role for a multisite organisation
- Strong leadership of remote teams through periods of change
- A proactive, self-directed approach with the ability to work at pace
- A strong solution-focused mindset with the ability to resolve complex property challenges
- Commercial awareness with a focus on value, cost control and performance
- Ability to build relationships and influence stakeholders at all levels
- Confidence to challenge and drive continuous improvement A commitment to delivering high-quality environments that support people and services
- MRICS with over 5 years PQE

Your experience

- Experience managing a multi-site property portfolio including retail, office, residential and workplace management
- Proven track record of delivering lease events, acquisitions and disposals across freehold and leasehold assets
- Experience managing people included Estates Surveyors, Workplace Management functions and external advisors.
- Experience managing external advisors including agents, solicitors and consultants
- Experience overseeing property-related budgets and driving cost efficiencies
- Understanding of commercial lease structures and property management principles
- MRICS qualification
- Experience within supported living, care, and or retail within the charitable sector desirable.
- Experience managing insurance programmes and working with rating advisors

More information about this role

This is a national role requiring regular travel across the England, Wales and Northern Ireland.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

You will work closely with the Head of Property Operations and wider Property Team, as well as colleagues across Finance, Retail, Operations, Mencap Trust Company and Legacy functions.

The role requires someone who is comfortable working independently while collaborating across a wide range of stakeholders, and who thrives in a fast-paced and evolving environment.

What will Mencap give you

- The opportunity to play a key role in shaping and delivering a national property portfolio
- A supportive and collaborative working environment
- The opportunity to lead, influence and drive real change
- A role where your work directly supports people with a learning disability to live the life they choose
- Opportunities for professional development and growth

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding



We are **passionate** about making the world a better place



We are **positive** in our work and with each other



We are **brave** we challenge and try new things



We are **kind** to everyone



We are **inclusive** of everyone

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone