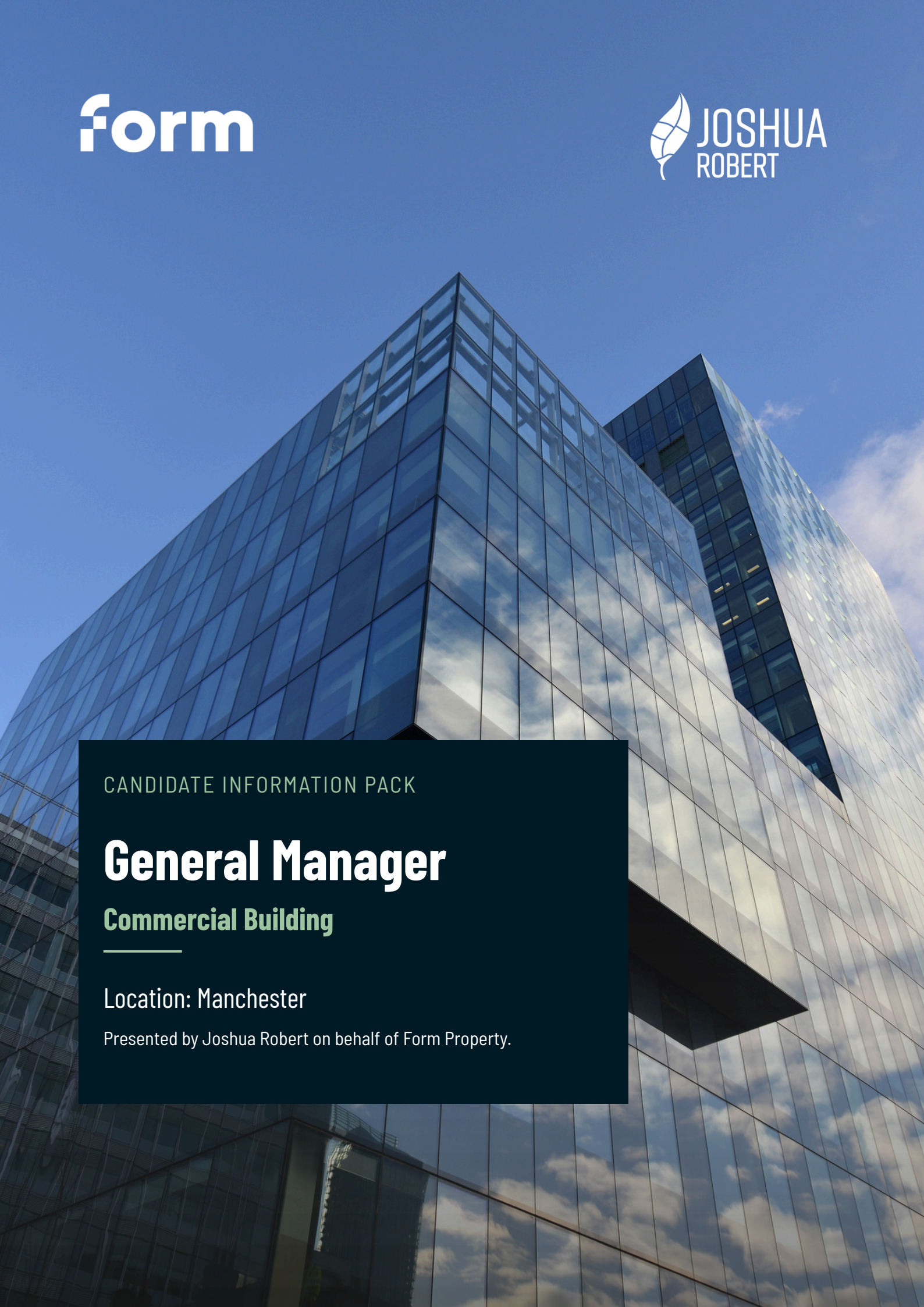




**form**



CANDIDATE INFORMATION PACK

# General Manager

**Commercial Building**

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Location: Manchester

Presented by Joshua Robert on behalf of Form Property.

# About Form

Form Property is one of the UK's leading property operators. It simplifies complex real estate and builds long-term client partnerships by delivering exceptional occupier experiences. Across landmark commercial buildings, Build-to-Rent portfolios and major urban estates, Form combines development expertise with operational excellence and a sharp focus on customer service.

Form's home is Manchester, with a second office in Leeds, and it operates nationwide. It has mobilised and manages some of the largest Grade A assets in the UK, including Old Granada Studios and the St John's neighbourhood, on behalf of institutional clients such as Aviva Investors and Schroders Capital.

The business believes property operations should be more than functional: they should be transformative. That approach shows in the results. Form's occupiers have given it a 100% Net Promoter Score two years running, and it has been a certified B Corp since 2023.

## Where Form is Going

Form's growth has been entirely organic:

10 years ago

**2 people**

5 years ago

**A team of 5**

Today

**43 at HQ**

Next 12 months

**c.10 new hires**

Two new Build-to-Rent projects will add two new on-site teams, with around ten more hires expected over the next year.

**1.5m**

sq ft of Grade A, best-in-class offices managed

**£1bn**

total value of assets under management

**100%**

occupier Net Promoter Score, two years running

# The Opportunity

**An experienced Building Leader to take full ownership of one of Manchester's prime office buildings.**

|              |                                                                             |
|--------------|-----------------------------------------------------------------------------|
| Job Title    | General Manager – Commercial Building                                       |
| Location     | Manchester (fully site-based)                                               |
| Reporting to | Head of Property Management and Managing Director (Operations & Compliance) |
| Salary       | Competitive                                                                 |
| Seniority    | Senior Management Level                                                     |

The purpose of this role is to take ownership of a landmark Grade A office building in the heart of Manchester's business district. It's home to blue-chip professional services occupiers and is run to a hotel-style standard of service. Form wants one senior person to own it completely: the building, the team, the occupier relationships and the budget.

This is a hands-on, site-based role. The General Manager will lead an established team across engineering, front of house, cleaning and security, work closely with every occupier, and share responsibility for the building's service charge. As the building matures, there's a meaningful planned-replacement programme ahead across M&E and the BMS. That gives the role real substance, and the chance to shape how the building performs over its next decade.

Career progression at Form is a genuine part of the culture. Its Managing Director once managed this office building themselves, and the building's previous General Manager has since moved into a wider operations role, leading the mobilisation of new sites.

## The successful candidate will:

- Take full ownership of the commercial building as the single point of authority on site
- Build trusted relationships with occupiers, lead regular management meetings and deliver a hotel-style service
- Manage the on-site engineers, making sure protocols, statutory compliance and standards are consistently met
- Co-manage the building's service charge budget, including cost benchmarking, value for money and prioritising ad hoc repairs
- Oversee planned replacement works as the building's M&E and BMS reach lifecycle stage
- Own sustainability reporting for client and occupiers, supporting the building's NABERS certification
- Lead and develop the on-site team, including an assistant manager, engineers, building hosts and outsourced partners

# The Ideal Candidate

The preferred candidate will have the following experience and attributes:

- A General Manager or senior manager currently running a prestigious commercial office building, or someone ready to step up into their first trophy asset
- Strong commercial office experience, with the confidence and capability to take full ownership from day one
- A hospitality-style approach to service: warm, proactive and occupier-focused, rather than regimented or overly corporate
- Solid working knowledge of M&E, with the ability to steer engineers and projects effectively and hold contractors to the right standards
- A sound understanding of service charge, including budget management, cost control and the judgement to reprioritise spend across soft services and compliance
- Proven experience leading, coaching and developing on-site teams, alongside managing supplier performance
- An interest in energy management, sustainability and building performance ratings
- IOSH certification is essential; IWFM, NEBOSH, MRICS or equivalent qualifications are advantageous, but experience and approach matter most
- Ambitious, proactive and hands-on, with the confidence to take ownership and run the building autonomously
- Able and willing to be fully site-based, five days a week
- Candidates from high-end hotel or Build-to-Rent operations will also be considered, provided they bring relevant hard services and service charge experience



## Why Join Form?

**“We operate every place as if it were our own, with creativity, authenticity, and accountability in equal measure.”**

Form is a young, energetic and down-to-earth business with high standards and real pride in what it does. Occupiers always come first: every building is run to a hotel-style standard, and investor visits get the red-carpet treatment.

Form values the individual as much as their experience. Its team comes from varied backgrounds, and the business supports everyone to gain professional qualifications and grow. Proactive, ambitious people are given the trust and autonomy to take real ownership of their work.

Progression is an important part of the Form culture, with a strong track record of developing talent from within and further opportunities as the portfolio grows.

As a certified B Corp, Form takes a practical approach to sustainability, from managing carbon and compliance to supporting local communities. It's part of how every building is run.

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**B Corp**

certified since 2023

**100%**

renewable energy

**750**

events organised



# Benefits & Opportunities

- Full ownership of a landmark Grade A office building with a blue-chip occupier base
- An established on-site team and a well-run building to lead from day one
- A clear route to progression in a fast-growing business with a genuine track record of promoting from within
- Support to gain professional qualifications and develop your career
- A young, energetic and down-to-earth culture that takes real pride in doing things properly
- A hotel-style service culture, where occupier experience comes first
- The chance to work for a certified B Corp



## Contact

For a confidential discussion about this opportunity please contact:



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