

CANDIDATE INFORMATION PACK

Roving Facilities Manager



Location: North East

Presented by Joshua Robert on
behalf of Knight Frank Promise.

About Knight Frank Promise

Property Management Integrated Services and Employment Ltd. (Promise) is a wholly owned subsidiary of Knight Frank LLP, delivering Property and Facilities Management solutions across a national portfolio of c.600 residential and commercial properties.

The business prides itself on incredibly high levels of customer service, delivered by a team of highly professional, enthusiastic and talented property specialists.

Knight Frank is the leading independent property consultancy in the UK. Established in 1897, it now comprises a global network of over 200 offices, advising private investors, corporate landlords, funds and individual homeowners across the commercial and residential sectors.

Promise's delivery model is a blend of people and property: permanent, on-site managers for larger multi-let buildings, and in-house mobile managers for smaller properties and single assets. That is backed by a high level of technical knowledge, a strong health and safety culture, and a preference for local, expert suppliers and ethical procurement over a one-size-fits-all model.

The North East Team

The North East region is led by a Director from the Newcastle office, covering Newcastle, Sunderland, Stockton, Durham and Teesside, plus an outlying site in Whitby. The team includes Senior FMs, a Roving FM team, Building Managers, and site-based and office staff. Together they manage commercial offices, industrial estates, retail parks and shopping centres, from Gateway Retail Park in Middlesbrough to the UK Land Estates portfolio of 52 properties and estates across the region.

600+

Properties
Managed



200+

Global Network
of Offices



20

Properties Per
Roving Portfolio



The Opportunity

A customer-focused Roving Facilities Manager to manage a varied portfolio across the North East, with structured support and a clear route to progression.

Job Title	Roving Facilities Manager
Location	Newcastle base, roving across the North East (incl. Teesside & Whitby)
Reporting to	North East Roving Facilities Management Team
Salary	Competitive
Seniority	Managerial

Knight Frank Promise is adding to its North East Roving FM team. The purpose of this hire is to take on the facilities management of multiple key properties in the portfolio and to assist with the current team workload. This allows the region room to build the new team member up gradually rather than handing over a full portfolio on day one.

As Roving Facilities Manager, you will look after a portfolio of up to 20 properties. The mix is predominantly industrial, alongside retail and office, and includes smaller drive-through retail sites. The successful candidate will hold a full TFM remit across hard and soft services, working alongside Knight Frank Management Surveyors, Partners and client teams to deliver agreed service levels and budgets.

The role is largely on the road. Newcastle is the natural base, with regular travel across the region including Teesside and Whitby. The position therefore requires someone who is able to organise their own workload and resolve issues at a distance by phone or Teams when you can't be on site.

Onboarding is structured, with shadowing, mentoring and a buddy from the existing team. There is also a visible route to a senior roving role, potentially including people management: a senior Roving FM in the team already combines a portfolio with managing two staffed buildings. As properties transition in and out of the regional portfolio, no two years look the same.

The successful candidate will:

- Manage hard and soft services across up to 20 properties, including planned preventative maintenance
- Visit each site at least monthly to inspect, take meter readings and report on condition and compliance
- Hold regular contract meetings with suppliers, assessing their performance against KPIs
- Procure goods and services, validate invoices and support the management of service charge budgets
- Ensure all works have the correct health and safety arrangements, supporting ISO 45001 objectives
- Liaise with occupiers, on-site staff and suppliers, keeping everyone informed until issues are resolved

The Ideal Candidate

The preferred candidate will have the following experience and attributes:

- At least two years' FM experience, with a good grasp of Managing Agent responsibilities
- NEBOSH General Certificate essential; IWFM and/or IOSH membership highly desirable
- Good knowledge of commercial landlord and tenant matters, including service charge
- Sound soft services knowledge, an understanding of hard services, and clear communication
- Strong contract management skills, ideally using a formal performance management system
- Awareness training in Fire Risk Assessment, Asbestos Awareness and Water Hygiene
- Managing agent, client-side multi-site FM, or single-site experience and ready to step up
- Industrial, retail or office sector experience are all relevant
- Comfortable working remotely, managing your own diary and resolving issues at distance
- A self-starter with a co-operative attitude and ambition to progress in two to three years
- A full driving licence and your own transport to visit sites



Why Join Promise?

Promise's approach is simple: keep customer service at the heart of everything, so that clients, occupiers, visitors and colleagues all have a positive experience.

It is a business that wants its people to have a lasting career. Employees work within a structure that rewards positive behaviours and gives everyone the opportunity to progress, with training and career development driven by Promise's Core Competencies. As part of the wider Knight Frank Group, the potential for career development and a long-term career is very strong.

The North East team works collaboratively, sharing best practice, problem-solving and site knowledge with colleagues across Knight Frank and Promise. New starters are properly supported, with a gradual build-up of workload and a genuine period of shadowing and mentoring rather than being handed the keys on day one.

Health and safety sits at the centre of how the team operates: working together, working safely and preventing harm, backed by experts in their field and clear ISO 45001 objectives.

For a Roving Facilities Manager, the variety is a real attraction. The regional portfolio spans industrial estates, retail parks, offices and roadside developments such as Integra 61 in Durham, and it changes constantly as properties come in and out. It suits someone practical and adaptable who enjoys seeing situations through to conclusion.



Benefits Package

Knight Frank Promise offers a range of competitive benefits, including:

- Competitive salary
- A starting point of 25 days' annual leave, plus birthday leave and volunteering days
- Pension contributions
- Private Medical Insurance, a dental plan, and a Simply Health Cash Plan
- Employee Assistance Programme, health and wellbeing support, and menopause support
- Gym membership and eye care vouchers
- Cycle to work scheme and Season Ticket Loan
- Technology discounts, plus wider discounts and offers
- Structured onboarding with shadowing, mentoring and a buddy from the roving team
- Training and career development driven by Promise's Core Competencies



Contact

For a confidential discussion about
this opportunity please contact:



JOSH POWELL

Managing Director



07375 883974



josh.powell@joshuarobert.co.uk

60 Grosvenor St, London, W1K 3HZ