

GROSVENOR PROPERTY MANAGEMENT

Employee Training Procedure

At Grosvenor, we see the importance of providing all staff with a comprehensive training programme to help support their technical competency and career development. Our programme consists of four elements:

1) Induction

Grosvenor carries out a robust induction program for all new members of staff to ensure that they fully understand Grosvenor's policies and procedures as well as understanding all the systems that we use to manage leases and service charges. New starters are allocated to a colleague who will help and support the new member of staff during their first three months of employment.

2) Personal development plan

All new and existing members of staff are required to produce a personal development plan, which is reviewed and updated with their line manager on a quarterly basis. The line manager will then prioritise urgent training or development needs for any essential skills needed to fulfil the role.

3) Professional qualifications

We require all new and existing staff to undertake a professional qualification in one of the following areas within the first two years of their Grosvenor employment. Staff are supported by an in-house mentor who has already achieved the desired qualification.

The Institute of Residential Property Management (IRPM) <https://www.irpm.org.uk/public/home>

The Institute of Residential Property Management (IRPM) is the leading professional body for residential property management professionals, providing learning and qualifications to over 4,900 members from over 1,200 organisations, who serve the private, social, build-to-rent and retirement sectors, managing estates and developments across all tenures.

The Institute of Workplace and Facilities Management (IWFM) <https://www.iwfm.org.uk/>

IWFM is the pioneering body for workplace and facilities management professionals. They share best practice and knowledge with the profession and support their member's professional development through internationally recognised, regulated qualifications, short courses and training.

Royal Institution of Chartered Surveyors (RICS) <https://www.rics.org/uk/>

As a globally recognised professional body, everything RICS do is designed to effect positive change in the built and natural environments. Through their respected global standards, leading professional progression and our trusted data and insight, they promote and enforce the highest professional standards in the development and management of land, real estate, construction and infrastructure.

4) Continuous professional development training (CPD)

Grosvenor provides all Property Managers with one hour of CPD training every two weeks. These include industry updates, specific training around property management functions and development of soft skills such as presenting, hosting affective meetings and delivering clear messages.

Grosvenor is committed to supporting career development within the team and we are pleased that members of the Property Management Team are regularly promoted based on their professional development. We believe this results in a more motivated and happier workforce.