



FoodCOOP

TravelCOOP

FuneralCOOP

Little
Pioneers
early years coop

BroadbandCOOP

EnergyCOOP

MobileCOOP

Director/ Head of Property

Organisation: Central England Co-operative / OurCoop

Location: UK (multi-site including Support Centres in Lichfield and Warwick) / hybrid

Reports to: Chief Financial, Technology and Property Officer (CFO)

Direct Reports: Portfolio Management, Facilities Management and Feasibility & Construction teams

COMPANY BACKGROUND

OurCoop is the UK's largest independent co-operative Society of £1.6Bn Sales, with more than one million Members and 13,000 colleagues operating in communities nationwide. Its heritage spans over 175 years and was formed by bringing together Central Co-op, The Midcounties Co-operative (Jan 26) and Chelmsford Star Co-op (Autumn 25) to create a stronger, member-owned organisation rooted in shared co-operative values.

The Society trades nationally through its family of businesses while remaining deeply rooted in local communities. Its footprint spans Gloucestershire, Oxfordshire, Wiltshire and Bedfordshire in the South and West; the Midlands including Derbyshire, Staffordshire and Northamptonshire; the North including Cheshire, Greater Manchester, Lancashire and Yorkshire; and the East of England, including Essex, Norfolk and Suffolk.

OurCoop and its family of businesses are trading names of Central England Co-operative Limited.

OurCoop brings together a family of established co-operative businesses operating across food retail, travel, funeralcare, Early Years and utilities:

- FoodCoop – Over 500 stores at the heart of high streets across the UK and serving communities with quality, responsibly sourced products.
- TravelCoop – More than 70 branches plus online services, helping people explore the world while supporting ethical tourism.
- FuneralCoop – Over 150 funeral homes, providing dignified, compassionate support when families need it most.
- Little Pioneers – More than 40 Early Years nurseries giving children the best possible start, run on co-operative principles.

● EnergyCoop, MobileCoop and BroadbandCoop – The UK's only co-operative utilities provider, demonstrating that essential services don't need to prioritise shareholder dividends over customer needs.

We also have over 1,100 property assets, recently launched a Media Coop and offer members the opportunity to invest from a pound for a single share to a long-term investment. Additionally, we are committed to thoughtful investment bringing communities to life and giving back to communities via the Community Dividend Fund and are on a journey to deliver green energy self-sufficiency.

We're independent from The Co-operative Group, but we're part of the wider co-operative movement, working together to provide all sorts of benefits for our members and customers. In the true spirit of co-operation, we work with each other so that, as part of a larger unit, we have the buying power of much bigger companies through economies of scale.

Our vision is to be the UK's best consumer co-operative by making a real difference to our members and our communities.

THE ROLE & KEY ACCOUNTABILITIES

The Head of Property is a strategic and operational leadership role, responsible for maximising the value, performance and sustainability of the Society's property portfolio.

The role leads all aspects of Portfolio Management, Facilities Management and Feasibility & Construction.

The successful candidate will develop and execute a clear, long-term property strategy, ensuring every asset is:

- Commercially productive whether across the internally family of businesses or external partnerships
- Fit for purpose in size, location, condition and strategic for the future
- Aligned to business and community needs

This role requires a balance of strategic thinking and hands-on delivery, acting as a key partner to the Executive and Senior Leadership Team to unlock value across the estate in support of Society goals.

KEY ACCOUNTABILITIES

Better every day – Property Strategy & Portfolio Optimisation

- Develop and deliver a comprehensive property strategy aligned to the Group's 5-year plan
- Maximise the productivity of the 1,100+ asset estate, including:
 - oRetail performance optimisation

- oAlternative use and redevelopment opportunities.
- oDisposal of underperforming assets
- Lead site-level performance analysis to ensure assets deliver optimal financial and community returns
- Drive estate rationalisation, investment prioritisation and portfolio reshaping
- Ensure property strategy supports growth across key divisions, particularly Food Coop.

Work together with purpose – Leadership and Integration

- Lead and integrate Portfolio Management, Facilities Management and Feasibility & Construction teams into a high-performing function
- Build capability across:
 - oAsset strategy, site productivity and portfolio performance
 - oCommercial negotiations
 - oData-driven estate planning
- Establish clear governance, processes and performance metrics across the property lifecycle
- Work closely with Finance and Trading teams to ensure alignment between property and commercial objectives
- Act as a trusted advisor to the Executive, Senior Leadership Team and third parties on all property-related matters.

Make a difference - Acquisitions, Investment & Value Creation

- Lead acquisition strategy to support growth and network expansion, particularly in Food retail sites
- Identify and secure high-quality sites in line with strategic priorities
- Oversee lease negotiations, renewals and rent reviews to optimise value
- Develop robust business cases for:
 - oNew sites
 - oRefits and relocations
 - oRedevelopment opportunities
- Drive disciplined post-investment evaluation to ensure expected returns are realised
- Explore innovative uses of assets, including partnerships, mixed-use development and community initiatives

We're a caring community - Facilities, Sustainability & Operational Excellence

- Lead the delivery of best-in-class facilities management across all sites, ensuring:
 - oSafe, compliant and efficient operations
 - oHigh standards of maintenance and customer experience
- Drive cost efficiency and service quality across hard and soft FM services
- Play a key role in delivering sustainability and net-zero ambitions, including:
 - oEnergy efficiency improvements
 - oCapex light green energy initiatives
 - oCarbon reduction across the estate
- Ensure the estate supports community engagement and co-operative values
- Leverage scale across the integrated Society to deliver procurement and operational efficiencies

SKILLS & EXPERIENCE

The ideal candidate will have / be:

Professional & Technical

- Significant career in property leadership roles within retail, multi-site or consumer-facing organisations and a broad external network
- Strong track record in:
 - Acquisitions and disposals
 - Estate management and optimisation
 - Facilities management
- Deep understanding of property markets, lease structures and asset valuation

Commercial & Strategic Capability

- Proven ability to maximise asset value and drive commercial returns
- Experience developing and delivering portfolio-wide property strategies
- Strong financial acumen, including:
 - Investment appraisal
 - ROI and cash flow optimisation
- Ability to balance short-term performance with long-term value creation

Leadership & Influence

- Strong leadership capability with experience building and leading multi-disciplinary teams
- Ability to influence at Executive and Board level
- Skilled negotiator with experience managing complex stakeholder environments

Transformation & Change

- Experience delivering:
 - Estate transformation programmes
 - Cost optimisation initiatives
 - Systems and data improvements in property management
- Comfortable operating in a large-scale, evolving and integrated organisation

Personal Attributes

- High integrity and alignment with co-operative values
- Strategic thinker with strong delivery focus
- Commercially driven with a pragmatic, solutions-oriented approach
- Strong relationship builder with excellent communication skills
- Energetic and resilient, able to manage complexity and drive change
- A positive, can-do attitude; a dynamic individual who will energise colleagues, inspiring and motivating teams and peers

SALARY AND BENEFITS

Competitive base salary with a flexible benefits package