



PROPERTY MANAGEMENT JOB DESCRIPTION

ABOUT THE ROLE

Our Property Management department offers a fantastic opportunity for proactive and outgoing administrators to progress their career in a client focussed role that rewards excellent customer service, attention to detail and upselling skills.

KEY RESPONSIBILITIES:

- Provide a designated group of client's with property management services encompassing renewals, repairs, deposits and lettings account.
- Deal with enquiries and ensure they are dealt with efficiently and in line with agreed service standards. Refer complex, difficult or legal queries to manager or relevant expert.
- Follow the procedures/process maps for their areas of activities ensuring key time scales are met
- Investigate/ resolve queries and problems. Advise/recommend course of action on property issues
- Maintain and use office systems effectively and update property files and computer data bases
- Issue correct documentation (e.g. letters/legal documents) to relevant parties in a timely manner
- Liaise with third party supplier to arrange works to be undertaken
- Develop and build strong relationships with key Clients and treat them as individuals
- Liaise/negotiate between Landlords and Tenants
- Ensure that all relevant people are kept informed and up to date with progress particularly in relation to client issues / complaints. Manages expectation and ensure you follow up all queries.
- Advise the branch promptly of issues that arise and keep them up to date with all relevant issues
- Takes appropriate action to pre-empt complaints. Takes appropriate action to investigate and resolve complaints.
- Promotes additional services and meet third party referral targets
- Comply with lettings administrative procedures and all relevant legalisation, Codes of Conduct and Practice and Due Diligence procedures
- Develop and apply an understanding of legal requirements
- Seek to continuously streamline and improve current processes and procedures. Actively take on feedback from Clients.
- Total factored property portfolio 200 - 250

ADDITIONAL TASKS BASED ON SENIORITY

Senior Property Manager (Band 3)

- Total factored property portfolio 220 - 280
- Key releasing
- 30+ calls and equivalent notes
- 3rd party budget; To achieve the below monthly % using welcome calls uploaded, renewal offer agreed and renewal declines as per NG activity log
 - Virgin 75%
 - Refurbishments 75%
 - Insurance 50%

- Removals 50%
- At least 1 PM upgrade
- 75% works orders placed in service standard

Executive Property Manager (Band 4)

- Total factored property portfolio 250 - 300
- Mentoring and training new starters
- 30+ calls and equivalent notes
- 3rd party budget; To achieve the below monthly % using welcome calls uploaded, renewal offer agreed and renewal declines as per NG activity log
 - Virgin 85%
 - Refurbishments 85%
 - Insurance 65%
 - Removals 65%
- At least 2 PM upgrade
- 75% works orders placed in service standard

Deputy Team Leader (Band 5)

- Total factored property portfolio 200 - 250
- Responsible for part of team on day to day basis
- Team Leader responsibilities in absence
- Responsible for driving growth in PM instructions
- Negotiating renewals, picking up declines to secure
- Coaching team to achieve 3rd part budget
- Min 50% of team's service standard

Team Leader (Band 6)

- Looking after portfolio during any team shortages
- Overall responsibility for team performance
- Daily monitoring of opportunity log
- Proposing development ideas to improve business
- Team achieving 3rd party budget
- Ensure team service standard are met
- Growth of PM by exceptional service – min 15 units per quarter

Estate Agency Recruiters

Matthew Davies-Pascoe 07779 149963

LinkedIn bit.ly/3AAEgDN

matthew@estateagencyrecruiters.com

Derek Gardner 07834 303460

Linkedin bit.ly/3P9CiON

derek@estateagencyrecruiters.com