

PROPERTY MANAGER REQUIRED

The objective of this role is for the role holder, through a training programme, progress to the position of Property Manager with the full responsibility of a property portfolio.

Responsibilities will include:

- After training to have the sole responsibility and managing the property on behalf of the owner including maintenance, re-letting and all legal documentation in relation to the let from start to finish.
- Application & Utility management for new properties until a certain threshold of properties are reached
- Acting as the main point of contact between tenants and landlords
- Liaison with new landlords regarding legal requirements, keys, advertising properties and arranging required maintenance works at the initial stages.
- Reviewing property applications with the Lettings team and reporting to the landlord.
- Working in compliance with Property regulations – e.g. aware of HMO requirements, Health & Safety processes.
- Providing support to Tenants throughout their rental period from application, lease agreement through to check in, inventory process, rental period and check out of tenancy.
- Support the Property Management team – learning, sharing experience, provision of cover during holidays.
- Conducting Property Viewings – from booking initial viewings, attending, liaising with Property Viewing Team for regular viewings.
- Ensuring advertisement of properties managed correctly – e.g. photography, advertising media.
- Provision of property Utility services, including online services
- Mucking in to all roles for the office.
- On Call Rota – rotated on an Out of Office on call Rota with the team – 1 full week in circa 8 weeks.
- Providing holiday cover to other Property Managers

Person specification:

- Professional, driven and individual with strong integrity.
- Speak and write fluent English with evidenced Right to Work in the UK. A command of other languages is of benefit, but not essential.
- Essential skill set level of MS Office Applications – Word, Excel, Powerpoint – Intermediate
- An interest in Property Management and able to understand the regulatory requirements of the business operation. Training to support the individual to ARLA standards will be provided.
- Driving Licence. Desirable is a clean licence. Essential is a licence with no more than 3 penalty points.
- Alignment to our Core Competencies:
 1. **Customer Excellence and Expectations**
Previous experience of working in a commercially driven customer service focussed environment. A positive problem solving attitude especially when challenges arise, remaining professional at all times.
The role requires the successful candidate to take full ownership and responsibility of their assigned Portfolio.
 2. **Continuous Never Ending Improvement**
Creative thinker who can demonstrate and deliver innovation to our working environment. Keen eye for detail whilst working in a high-volume transaction environment.
 3. **Centred Around People**
Engaged communicator with the SPM team and key stakeholder
 4. **Constant Delivery of Results**
Aim to be right first time
Look for the 'value add' for everybody.

Continued overleaf

Benefits :

- **Starting salary between £20,000 - £24,000 (depending on experience)** paid in arrears on the 2nd last working day of the month and would look to review subject to performance in August to take effect 1st September
- **Full time hours of 08:00 – 17:00hrs, or 09:00hrs – 18:00hrs. Monday to Friday.**
08:00 through to 17:00hrs, total of 1 hours unpaid breaks.
1 Saturday a month (5 hours) and 2 Saturdays' when there are 5 Saturdays generally 8.30 – 1:30pm occasionally 10:15 - 3pm.
Pay for these days are included in the annual salary.
On the weekend closest to 1st Aug and 1st Sept an additional Saturday/Sunday to cover the busiest period of the year.
- 28 paid holidays including all bank holiday and 3 personal days a year which increase by 1 each year of service (after 3 years increases by 1 additional day per year and up to 7 personal days in total). Holidays are very challenging to accommodate in mid Jun to Sep due to operational business requirements.
- After 3 months Auto Enrolment pension with Scottish Widows. Company matched contributions up to 5%.
- After 6 months probationary period successfully completed:
Private Medical Insurance with WPA.
Childcare vouchers
- After 12 months of employment :
Opportunity participate in Profit Share Pot scheme.
Cycle to Work scheme
- After 24 months of employment :
Eligible to participate in the SouthSide Team Ownership scheme.
- Various team nights out during the year.
- Opportunity to progress within the Company.