

PROPERTY PORTFOLIO MANAGER FOR HOLIDAY COVER

The objective of this role is for the role holder, through a training programme, to provide full-time holiday cover for all property portfolios currently managed by our Property Management Team. This is with a view for the role holder to progress to the position of Property Manager with the full responsibility of their own property portfolio, either by taking over the management of an existing portfolio or building up a property portfolio of new business.

Responsibilities will include:

- After training, to provide holiday cover for the existing Property Management team on behalf of the owner including maintenance, filing and managing security deposits, re-letting and all legal documentation in relation to the let from start to finish.
- 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.
- Conducting Property Viewings and Routine Property Visits – from booking initial appointments, 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 7 weeks.

Person specification:

- Existing Property Management experience, be professional, driven with the ability to solve problems and 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 from £20,000 - £24,000** paid in arrears on the 2nd last working day of the month and would look to review, subject to performance, after 6 months. Reviews are conducted annually thereafter with any changes to take effect from 1st January.
- **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 hour 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 is included in the annual salary. Saturdays can be swapped to suit.
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.
- Overtime i.e. viewings at £10 p/h
- 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.