

Job Description

Title: Property Manager

Dept: Property Management

Reports to: Principal Property Manager and Head of Property Management

Summary

You will be the Property Manager to the Residential Blocks within your dedicated portfolio. You will provide a cost effective, efficient, customer focussed service.

Roles and Responsibilities

Your responsibilities will include (but are not limited to) the following:

Professional Skills

Legislation	<p>Keep up to date with legislation and demonstrate an awareness of approaching changes and major case law.</p> <p>Pre-empt legislative issues which may affect the properties under our control ensuring that team members share the knowledge.</p>
Lease Management	<p>Be able to read and understand leases from many perspectives and foresee likely issues arising from individual leases.</p> <p>Ensure any direct reports understand a lease, coaching and mentoring where necessary.</p>
Day to Day Management of Property Portfolio	<p>Proactively develop service levels across the portfolio to exceed client expectations, advising client of management set-up.</p> <p>All correspondence to be responded to within 48 hours. Detailed correspondence within 5 working days provided an acknowledgement sent. Phone calls to be returned within same day or the following day of business.</p> <p>Ensure that team members demonstrate and apply an understanding of all the agreements in place including legislation and codes of practice.</p>
Site inspections	<p>Johnson Cooper expects you to regularly visit the properties in your portfolio and to carry out a thorough site inspection on each visit. Follow up all visits with a site inspection report.</p> <p>Always make sure residents are aware of you visiting, so it will allow them to talk to you if necessary and promote your regular visits.</p>

Best practice	To keep up-to-date with best practice it is recommended that you study the Landlord and Tenant Acts 1985 and 1987, particularly S20 and L&T 1985, the Commonhold and Leasehold Reform Act 2002, and documents from ARMA, IRPM, IOH etc.
Health and Safety	Read and confirm your understanding of Johnson Cooper Ltd and Erinaceous plc policies and then implement without exception.
Contractor Management	Ensure only approved contractors are instructed. Regularly monitor service delivery of contractors. No orders to contractors outside statutory limits unless consultation procedures followed.
Insurance	Regularly liaise with the Insurance Administrator to ensure you are aware of any claims, and ensure claims are dealt with in a timely manner. While carrying out site inspections, identify any potential insurance risks across your portfolio.
Credit Control and Accounting issues	Work together with Credit Control and Purchase Ledger departments on queries and always have an understanding of the accounting process entailed when chasing debt or paying contractors.

Organisation Skills

Personal Work Planning and Time Management	Plan work for the long-term future and put in place measures to ensure team goals can be achieved in a timely manner.
Meetings	Attend regular meetings to update team and encouraging team members to contribute.
Record Keeping	Constantly review record keeping procedures for self and team, implementing changes as required. Ensure that accurate and timely records are kept i.e. work orders, visit reports, holiday notes etc.

Personal Skills

Verbal Communication	Be able to present a logical argument verbally to an audience in a straightforward manner. Be able to communicate with all relevant parties in an understandable and business like manner.
Written Communication	Produce factual letters and reports in a clear and concise manner suitable for any audience.
Assertiveness and Influencing	Develop others ability to balance their own needs with the needs of others. Sell ideas to others through enthusiasm and demonstration of better working practices.

Problem Solving/Creativity	Introduce innovative ways to improve what we do and to anticipate and alleviate potential problems. Put measures in place to prevent problems recurring and ensure speedy progress and problem resolution.
Decision Making	Demonstrate ability to make decisions both independently and collaboratively, having first evaluated different options. Make decisions on property management issues following consultation with relevant parties but make quick decisions where necessary. Support decisions with factual information.
Self awareness	Assess your own performance and attributes accurately, actively seeking support to meet development needs and demonstrate an awareness of your own impact on others. Coach and develop others in areas of personal strengths.
Management of Conflict	Proactively anticipate areas of conflict. Take appropriate action to address any areas identified and how they can be avoided.
Leadership	Ensure that the team responds promptly to requests for maintenance and that the team have a basic knowledge and working understanding of what is required. Visit properties within the portfolio as necessary and in accordance with service standards in the management agreements. Comfortably assume responsibility for your team, managing their own programme of work, motivating them to achieve their objectives and leading by example.
Employment	Read and confirm your understanding of Johnson Cooper Ltd and Erinaceous plc policies and then implement without exception. Liaise with the Head of Property Management on any staffing issues such as recruitment and disciplinary.

Customer Focus

Client Retention	Manage the longer-term aspirations of clients, constantly developing the service levels to exceed expectations. Manage effective feedback mechanisms for all clients and lessees and regularly take proactive steps to improve client/lessee/agent relationships.
Customer Service	Actively investigate our value to the customer and identify new solutions, which will exceed the customer's expectations. Maintain regular contact with customers understanding their long-term plans and the implications for the relationship with the business.

	<p>Listen to customers and identify trends to ensure that improvements take place to match changing requirements.</p> <p>Become intimately involved in the customer's decision making process, working to deepen our understanding of the customer's needs beyond others expectations.</p> <p>Strive to exceed customer expectation by responding appropriately, constructively and in a timely manner.</p>
<p>Difficult Situations</p>	<p>Implement and use formal complaint procedures effectively involving team members where appropriate.</p>
<p>Motivation and Communication</p>	<p>Openly communicate beliefs and values, seeking views of staff to motivate the team. Give direct and honest feedback on performance of client's staff and contractors and resolve different reactions to problems, turning a negative situation into a positive one.</p>
<p>Setting and Maintaining Standards</p>	<p>Seek and implement new methods, challenging the way we do things. Allocate and monitor work of others, developing team working to improve performance. Offer appropriate and useful feedback.</p>