

PROPERTY MANAGER JOB DESCRIPTION

Title: Property Manager

Reporting to: Manager of Property Management Team

KEY RESPONSIBILITIES:

- Provide a designated group of client's with property management services encompassing: renewals, repairs, deposits and lettings account.
- Meet and exceed both team and individual service standards
- Deal with standard enquiries for all disciplines and ensure all client queries are dealt with efficiently and in a timely manner. Refer complex, difficult or legal queries to manager or relevant expert.

THE ROLE

PROCESS & PROCEDURES

- Follow the procedures and process maps for their areas of activities ensuring that all key time scales are met
- Investigate and resolve queries and problems. Advise and recommend course of action on range of property issues
- Ensure that all queries are dealt with promptly and effectively and action is always taken in line with agreed service standards.
- Maintain and use office systems effectively
- Issue correct documentation including letters and legal documents to all relevant parties in a timely manner
- Maintain and update property files and computer data bases
- Liaise with third party supplier to arrange works to be undertaken

CLIENT & BRANCH RELATIONSHIPS

- 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 any 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.

OTHER

- Promotes additional services and meet third party referral targets
- Comply with lettings administrative procedures and all relevant legislation, 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.
- Provide cover within the team and other teams as required.