

JOB ADVERT - Details

Company:	Cognatum Estates LTD
Role title:	Operations Manager
Closing date:	31 January 2019
Salary:	Competitive
Working Hours:	Monday – Friday 9am – 5pm. Plus occasional out of office hours
Temporary / Fixed Term / Permanent contract:	Permanent. Full time.
Location:	Home based positions in Salisbury and Oxford areas.
Contact details for applications:	Wendy Ferreria, Customer Services Manager 01491 821158 wendy.ferreria@cognatum.co.uk
Role description:	<p>You will be responsible for managing a regional portfolio of high-end retirement estates.</p> <p>You will ensure the provision of an effective and customer focused leasehold estate management service.</p> <p>In addition, you will have direct line management responsibility for a team of estate managers providing expert guidance and mentoring.</p> <p>Key responsibilities will include;</p> <p>Management of on-site staff and relevant employment issues.</p> <p>Financial management including budget setting, accounts and financial reporting.</p>

	<p>Undertaking regular estate visits to ensure excellent standards of maintenance and landscaping and compliance with company procedures.</p> <p>Regular communications with leaseholders including informal and formal meetings to ensure high standards of customer service.</p> <p>Contributing towards strategic development and delivery of business targets.</p>
<p>Skills and Experience:</p>	<p>The following are essential:</p> <p>Extensive leasehold management experience.</p> <p>Substantial prior experience of delivering excellent customer service to clients.</p> <p>Previous experience of managing remote team members.</p> <p>Excellent written and verbal communication skills.</p> <p>IRPM Associate/Membership (or willingness to obtain within first year of employment).</p>
<p>Company website (optional):</p>	<p>www.cognatum.co.uk</p>