

## JOB ADVERT – Details



<b>Company:</b>	Cognatum Estates LTD
<b>Role title:</b>	Operations Manager
<b>Internal Reference Number:</b>	
<b>Closing date:</b>	31 May 2019
<b>Salary:</b>	Competitive
<b>Working Hours:</b>	Monday – Friday 9am – 5pm. Plus occasional out of office hours
<b>Temporary / Fixed Term / Permanent contract:</b>	Permanent. Full time.
<b>Location:</b>	Home based position in Oxfordshire/Berkshire area.
<b>Contact details for applications:</b>	Wendy Ferreira, Customer Services Manager 01491 821158 wendy.ferreria@cognatum.co.uk
<b>Role description:</b>	<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><b>Skills and Experience:</b></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><b>Company website (optional):</b></p>	<p><a href="http://www.cognatum.co.uk">www.cognatum.co.uk</a></p>