

Profile A highly motivated Senior Property Manager (RICS & IRPM certified), with 18 years' in Property & customer service experience (including management), gained within various organisations.

Property Management: Experience of working with multiple organisations, property/facilities management, leasehold, caretaking and financial responsibilities.

Customer Service & Team Management: All aspects of service charges, managed customer service staff, customer complaints, relationship management.

General Data Protection Regulations (GDPR) & KPI compliance: Compliance with regulatory requirements and internal policies, impact analysis (pre-action protocol) understanding, training and implementation of regulatory changes including analysis (pre-action protocol and Welfare Reform Act). Ensure KPI compliance in all areas, managing contractors and financial management and budgeting.

Achievements

- * Completed both my MSc/Diploma & Graduate Diploma in Law courses, whilst working full-time.
- I achieved a distinction in my MSc Housing Law exam, which I was able to utilise to deal with all first and 2nd level legal queries.
- Achieved a 20% reduction in legal referrals and reduced overall legal costs to the organisation.

Senior Property Manager February 2018 - March 2019

Key responsibilities

Overseeing the planning and execution of day-to-day operations, maintenance and inspections for my portfolio of seven high profile residential and commercial schemes;

Managing budgets of over £11,000.000 and overall expenditure for the developments, producing financial forecasts and required by the clients;

Identifying and progressing possible business opportunities, minimising business costs, as well as identifying and resolving possible operational issues and problems;

Ensuring that the Health & Safety regulations are adhered to and the required health and safety inspections and activities to assist in keeping the development and workplace a safe environment for all;

Developing employees, fostering an environment of learning, continuous improvement and maximisation of performance;

Directly managing on-site staff and relevant employment-related issues, ensuring company policies, standards and procedures are adhered to;

July 2017 – January 2018 Career break

Property Manager April 2014 – July 2017

(Responsibilities as above)

Property Manager . December 2008 to March 2014

(Responsibilities as above)

Education

September 2003 – June 2005 London Metropolitan University
Common Professional Exam (GDL)

October 2000 – Dec 2002 London School of Economics
MSc/P G Diploma in Housing

September 1995 - June 1998 Goldsmiths College, U.O.L
BA (Hons) Politics & Economics

September 1992-1993; 1994-1995 Lewisham College, London
3 A Levels & 5 GCSEs

Skills

I speak conversational Japanese
I am a competent user of Windows, Excel, Microsoft Outlook, Word and Internet Explorer.

Memberships

Chartered Institute of Housing (Fellow) FCIH
Royal Institution of Chartered Surveyors (Associate) AssocRICS
Institute of Residential Property Management (Member) MIRPM

Courses/Training

- Customer Care training/Good Practice Guide course
- Home Contents Insurance training/Home Connections training
- Academy, Aurora, OHMS, DMS, Academy and Civica database training
- Condensation, Damp & Decay course
- Plumbing, Waste & Drains course/Basic Building Construction course

Nationality: British

References and certificates will be furnished upon request