



JOB ADVERT - Details

Company:	Rayner Personnel East
Role title:	Senior Block Property Manager
Internal Reference Number:	JO00700
Closing date:	N/A
Salary:	£27,000 - £30,000pa
Working Hours:	9am – 5pm
Temporary / Fixed Term / Permanent contract:	Permanent
Location:	Colchester, Essex
Contact details for applications:	Ian Hoskins 07538 315866 ian@raynerpersonnel.com
Role description:	<p><u>Senior Property Manager - Colchester - £27,000 - £30,000pa</u></p> <p>It is essential the post holder has relevant experience, knowledge and the qualification MIRPM and must be able to demonstrate the following core competencies to a high level and use these to the full in their work.</p> <p>Core Competencies</p> <ul style="list-style-type: none"> · Customer focused · An effective team player · Highly computer literate · Presenting to small/large groups, including pitching to potential clients

- Excellent communicator orally and in writing
- Effective manager of time and resources
- Able to solve problems and provide practical solutions, decision maker
- Finance analysis/budget management
- Business development/lead generation

Qualifications and specialist knowledge

- IRPM/RICS qualified with an existing and up to date corporate membership
- Specialist knowledge of; RTM Legislation, Service Charge Residential Management Code, Section 20 Consultation, Landlord and Tenants Act, Lease Restrictions and Covenant Issues and the codes of practice endorsed by ARMA

Experience

- 3-5 Years' experience working within the Property Management industry
- Excellence in customer service, building customer confidence and enhancing the company's reputation
- Good level of Excel and experience of operating property management systems such as Propman
- Cost management of client money
- Planning and implementation of maintenance at multiple sites
- Demonstrable experience of working within an operationally focused environment
- Knowledge in the use of various social media platforms, principally Facebook, Twitter and LinkedIn

Role Requirement

- A clean current driving licence
- Good standard of personal presentation
- Ability to promote positive image of the company to the client
- Able to communicate clearly and concisely in writing with stakeholders of all levels
- Write and present timely and accurate reports in a professional manner
- Maintain accurate records of work undertaken and instructions given
- Ability to prepare specifications to tender minor works
- Energy and utility management
- Project management, effectively communicating with all relevant parties, adhering to objectives and working to strict deadlines
- Excellent time keeping skills

Working Hours: Monday to Friday 9:00am to 5:00pm, regular meetings outside core hours

Additional job requirements

	<ul style="list-style-type: none"> · Flexible with working hours and in attending regular meetings outside of core hours · Positive approach to changes within the organisation · Self-motivator at continuing professional development <p>Job Purpose Manage the London based portfolio of developments; comprising of established and new acquisitions, providing a high standard of efficient and accurate communication and administration, overseeing the contracted and cyclical maintenance. Build strong rapports with client base to source and pursue new business opportunities.</p> <p>New Business Consolidation</p> <ul style="list-style-type: none"> · Provide and maintain a high level of service for imbedded London based new business developments · Collaborate with developers and consolidate existing relationships allowing for business growth opportunities · Close liaison with the New Business department, recording and monitoring potential business pipelines and revenue streams · Creating management proposals in-line with new business strategy · Reporting to the Board of Directors, where necessary, on Client liaison and anticipated revenue streams <p>Customer service</p> <ul style="list-style-type: none"> · Correspond with lessees, subtenants and directors, circulating important information and updates, making regular contact keeping clients informed of progress and any management issues verbally and in writing · Liaise with local councils and other professional bodies and consultants on a range of different services, such as; insurances, surveys, utilities, previous managing agents etc · Collaborate with suppliers and contractors with reference to remedial works, booking in/out keys, maintaining communication with reference to progress of works · Chair a high volume of meetings including; welcome meetings, general, AGM and Directors meetings, presenting to directors and residents, both in and out of normal working hours · Circulate information to residents concerning management issues · Ensure expectations are fulfilled on all projects for which you are responsible <p>Planned Preventative Maintenance (PPM)</p> <ul style="list-style-type: none"> · Carry out quarterly site visits to portfolio of sites to ensure buildings are in good order · Produce management and inspection reports · Ensure Health & Safety regulations are adhered · Implement any general or fire risk assessment recommendations · Upload and maintain consistent notes on the property management system · Engage with appropriate contractors to carry out remedial works <ul style="list-style-type: none"> · Process work orders on the property management system · Ensure fees are issued as and when appropriate for works excluded from the management contract – for example s20 fees · Perform insurance claims efficiently in conjunction with site services <p>Management agreements</p> <ul style="list-style-type: none"> · As instructed carry out annual management agreement review, sending updated management agreements to relevant directors
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	<ul style="list-style-type: none"> · Ensure signed agreements are returned within the required time frame · Store and save electronic copies on the property management system and hard copies in the case files <p>Leases</p> <ul style="list-style-type: none"> · Maintain understanding of portfolios leases · Ensure service charge budgets are compliant with the apportionments of the lease · Develop PPM planning as specified by the lease <p>Budgets</p> <ul style="list-style-type: none"> · Produce annual service charge budgets, including reserve funding for the forthcoming years for Directors approval · Manage expenditure against budget throughout the financial year · Oversee year end accounts and quarterly client statement process to ensure time scales are met and review accounting information to ensure accuracy <p>Policies and procedures</p> <ul style="list-style-type: none"> · Ensure company policies and procedures are consistently applied to required standards · Manage hard and soft copy data in accordance with the data protection act · Consistently maintain, log and record all actions as applicable on the property management system <p>Continued Professional Development</p> <ul style="list-style-type: none"> · Maintain professional and technical knowledge by reviewing professional publications, continually updating knowledge and understanding of; <ul style="list-style-type: none"> o Landlord and Tenant Act o Section 20 Notices o Service Charge Residential Management Code -2nd Edition o Lease restrictions and covenant issues, o Codes of practice endorsed by ARMA regulations · Attend compulsory training in-house or externally <p>Additional duties</p> <ul style="list-style-type: none"> · Work within other areas of the Company and carry out any tasks as is reasonably requested
<p>Company website (optional):</p>	<p>www.raynerpersonnel.com</p>