

ROLE PROFILE

Job Title: Manager, Property Management Location: Slough
Reports to: Associate Director, Property Management Division/Dept: Technical Development

Summary of the Role's Main Purpose

- Responsibility for day-to-day property management, compliance with statutory requirements, safety and presentation of allocated properties from portfolio
- Delivery of services, facilities and the estate Planned Property Maintenance (PPM) across the portfolio.
- Management of service charge including all administration, budgets, and reconciliations within the region.
- Building and maintaining positive relationships with all customers.
- Line management and development of Assistant Managers and / or Administrators.

Principal Accountabilities

Operations Delivery

- Delivery of (a portion of) the annual Property Management plan for both occupied and vacant properties.
- Managing the inputs and reconciliations to both the service charge budget and unrecoverable budget, in accordance with RICS Code of Practice for Commercial Service Charges.
- Communicating with customers about service charges.
- Undertaking repossessions.

People Management

- Instruction, coordination and management of specialist 3rd party contractors.
- Line management of Assistant Manager(s) and / or Administrator(s).

Customer Services

- Liaising with Customer Experience team to efficiently and effectively resolve issues highlighted in customer feedback
- Coordinating any common services in multi-let properties on their behalf
- Identifying potential improvements in estate presentation and building management.

Compliance

- Ensuring the compliance with / audit of statutory and legislative requirements such as for H&S, fire, sustainability and insurance.
- Ensuring lease compliance of occupied premises through regular environmental and management inspections.

Core Areas of Knowledge, Skills & Experience

Essential

- Practical experience in Property Services / Facilities Management
- Technical knowledge and understanding of Facilities Management, Estate Management, Service Charges and building maintenance issues.
- Experience in risk assessing and grading reactive and proactive maintenance to maximise budget efficiency.
- Experience of tendering and running contracts, managing contractors, setting, and operating service charges and property management systems.
- Commitment to providing excellent customer service.

- Exceptionally well-organised with strong problem-solving skills and ability to prioritise.
- Line management experience.
- Excellent communication and influencing skills, with both internal and external stakeholders at all levels.

Desirable

- Membership of British Institute of Facilities Management / RICS.
- Health & Safety Training to NEBOSH National Certificate (Level 3)

Special Job Requirements

- Full driving licence
 - Willingness and ability to work flexible hours when required
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Date of Completion: July 2024