



# 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 3<sup>rd</sup> 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
- 

Date of Completion: February 2025