

## JOB DESCRIPTION

Job Title:	Residential Property Manager
Directorate/Team:	Property
Reporting to:	Asset and Relationship Manager – Residential & Licence
Direct reports:	N/A

### MAIN WORKING CONTACTS

Internal	Asset and Relationship Manager – Residential & Licence
External	Various external contractors, Utility Companies, North Herts Council, Local Agents, Commercial Agents and tenants.

### JOB SUMMARY

- *To be a member of the Property team who are responsible for the active management of the diverse Letchworth Garden City Estate. The overriding focus of the team is to efficiently steward and proactively manage the Foundation's property assets to generate income, enhance value and to ensure the estate is maintained to a high standard. The team is also central to the promotion of the Garden City and it's economic growth and the delivery of the Foundation's Charitable objectives.*
- *The role will support and assist on the private rented residential portfolio of 98 units. Dealing with day to day tenant relationships, rent management, lettings, compliance, maintenance and pre-letting works.*
- *Assisting the Asset & Relationship Manager in proactively managing the Licensed Estate property to include the responsibility for the letting, void management, property management of sites and specific projects and tasks.*
- *To assist with the Disposal of the Foundations Assets*

### KEY RESPONSIBILITIES

<b>Responsibility</b>	<b>Deliverable / outcome</b>
<i>Customer Service</i>	<ul style="list-style-type: none"> <li>• <i>Understand customer needs and deliver the expected outcomes</i></li> </ul>
<i>Operational Management</i>	<ul style="list-style-type: none"> <li>• <i>Monitor and report on progress towards achievement of plans and strategies</i></li> <li>• <i>Foster a customer focused and customer centric working environment</i></li> </ul>

# Letchworth Garden City

Heritage Foundation

	<ul style="list-style-type: none"> <li>• <i>To advise on and manage the estate working closely with other team members and the Foundation's managing agents and other appointed consultants to ensure optimum outcomes for the Foundations and Letchworth Garden City.</i></li> <li>• <i>To assist in the management of a portfolio of properties on behalf of the Foundation to meet statutory and contractual requirements. To maintain and develop your knowledge of procedures, compliance, legislation and contracts to a high standard. To maintain the accuracy of information entered onto our databases. To manage expenditure in line with the agreed annual budget.</i></li> </ul>
<i>Training &amp; Development</i>	<ul style="list-style-type: none"> <li>• <i>Complete IHasco training</i></li> <li>• <i>Manage records in Breathe</i></li> <li>• <i>Regularly review ongoing training requirements and discuss with the line manager</i></li> </ul>
<i>Relationship Management</i>	<ul style="list-style-type: none"> <li>• <i>Develop and maintain positive, collaborative relationships with key clients</i></li> <li>• <i>Establish and maintain productive and constructive relationships with other teams</i></li> </ul>
<i>Health &amp; Safety</i>	<ul style="list-style-type: none"> <li>• <i>Ensure team colleagues are informed of safe practises and procedures by attending regular meetings with the Health &amp; Safety team</i></li> </ul>
<i>Maintenance</i>	<ul style="list-style-type: none"> <li>• <i>Taking calls from tenants appraising required works, instructing, placing orders with approved contractors.</i></li> <li>• <i>To adopt maintenance issues arising out-of-hours, where initial actions have been taken by the out of hours service</i></li> <li>• <i>To deal with all insurance claims and related repairs.</i></li> <li>• <i>To liaise with contractors, occupiers and other relevant parties to secure access and ensure a timely response to maintenance issues. To correspond with relevant parties and provide information updates. To arrange and oversee cyclical maintenance programs.</i></li> <li>• <i>Monitor, manage and approve contractor invoices.</i></li> </ul>
<i>Compliance</i>	<ul style="list-style-type: none"> <li>• <i>Ensure that the property portfolio remains ready to let with all relevant compliance certificates in place.</i></li> </ul>
<i>Notice to Vacate a property</i>	<ul style="list-style-type: none"> <li>• <i>Manage return of properties</i></li> <li>• <i>Carry out a check out report and pre vacate report.</i></li> <li>• <i>Accept valid notice to terminate Agreement/license and inform tenants of the hand back process</i></li> </ul>

	<ul style="list-style-type: none"> <li>• Carry out hand back inspection and determine if any damage has been caused by the tenant and negotiate repair works or retain cost from Deposit.</li> <li>• Prepare schedule of work necessary for re-letting, if required instruct consult to assist</li> <li>• Seek quotations from contractor for work</li> <li>• Place an order with the selected contractor and manage completion of the works</li> <li>• Notify Utilities Company and Council of change of owner</li> </ul>
<i>Contact</i>	<ul style="list-style-type: none"> <li>• To provide a first point of contact for all tenant enquiries, queries and complaints, relating to lettings and maintenance.</li> <li>• To deal with third party requests for information.</li> <li>• Work closely with other Foundation teams both in the property function and other areas within the Foundation.</li> <li>• Manage property consultants employed to work on the Foundations residential portfolio including their selection and appointment.</li> </ul>
<i>Re-letting</i>	<ul style="list-style-type: none"> <li>• Manage re-letting process as efficiently as possible to minimise void periods.</li> <li>• To carry out a full inventory and check in report.</li> <li>• Ensure properties are repaired, decorated and prepared for re-letting where required.</li> <li>• Seek references, credit check, identification and right to residency internally and through our letting agents.</li> <li>• Register deposit with TDS.</li> <li>• Prepare handover/information pack.</li> <li>• Undertake handover meeting with tenant.</li> <li>• Notify Utilities and Council of new tenant</li> </ul>
<i>Voids &amp; Inspections</i>	<ul style="list-style-type: none"> <li>• To plan for properties to be kept securely during void periods and regularly inspected.</li> <li>• Manage utilities during void periods</li> <li>• Take action to remedy any issues identified.</li> </ul>
<i>Rent/Fee Collection</i>	<ul style="list-style-type: none"> <li>• Monitor arrears, act where required to assist with recovery of arrears.</li> <li>• When required manage repossession process in conjunction with legal advisors.</li> </ul>

## **OTHER DUTIES**

To proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.

To adhere to the Foundation's policies and procedures.

To undertake any other duties consistent with the role and/or reasonably required by the Foundation.

Anything more broadly required e.g: willingness and ability to work outside of normal office hours on occasion / willingness to work flexibly in response to changing organisational requirements

## **PERSON SPECIFICATION**

### **EXPERIENCE & TRACK RECORD**

- *Direct experience of working within the private residential sector.*
- *A good understanding of the legal framework of the private residential environment*
- *Working knowledge and proficiency in Statutory compliance and health and safety*
- *Demonstrable ability to provide a high level of customer service*
- *Knowledge of the residential property market and commercially aware*
- *Good negotiating abilities*
- *Well organised and experience of working within a fast paced environment.*

### **SKILLS, KNOWLEDGE AND QUALIFICATIONS**

- *Experience in a similar role desirable*
- *Microsoft Office Package skills*
- *Strong organisational skills with the ability to manage multiple tasks efficiently.*
- *Excellent communication skills, both verbal and written, to interact effectively.*
- *A proactive attitude and eagerness to develop professionally.*
- *An inquisitive mind*
- *Educated to A level standard or an equivalent recognised qualification is advantageous but not essential; a willingness to learn is key.*

**VALUES AND COMPETENCIES**

**Values**

Collaborative  
Supportive  
Inclusive  
Evidence based  
Impactful

**Competencies**

Communicating  
Taking Responsibility  
Inspires & Empowers Others/Leading Others  
Managing Relationships

**OTHER INFORMATION:**

- *The above job description is not necessarily a finite one and does not prevent the employee receiving work outside the job description from time to time to assist the Property Team and ensure rounded learning and experience is gained.*
- *Working within the limits of the Letchworth Garden City Heritage Foundation Corporate Governance*
- *Freedom to escalate any issues to Letchworth Garden City Heritage Foundation Executive in the event of serious concerns.*
- *Maintaining the culture and values of the business, providing ethical working practices that support corporate policies and procedures relating to bribery and corruption.*
- *The Foundations is committed to providing a working environment in which everyone feels respected and valued and able to contribute to its success in an environment free from discrimination, harassment and bullying*