

**Job Description**

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<b>Title:</b>	Team Leader - Property Management
<b>Reports to:</b>	Operations Manager
<b>Based at:</b>	Marlborough House, 298 Regents Park Road, Finchley London, N3 2UU
<b>Hours of work:</b>	9.00am – 5.30pm, Monday to Friday

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**Job Purpose:**

Based within our Property Management Department, this role will be responsible for supporting the Operations Managers with the day to day management of an allocated team, you will lead and mentor a small group of Property Managers and Assistant Property Managers, along with a the management of a portfolio of your own.

**Main Duties and Responsibilities:**

- Weekly Team meetings, supporting and advising the team as a first port of call on all aspects pertaining to the portfolios
- Updating the teams and proving support to the OM's. Responsible for distributing pertinent information from SMT Meetings.
- Providing a weekly spreadsheet update on team members and portfolios to OM's. Including KPI's and updates on any issues or problems requiring OM intervention.
- You will also manage a small portfolio of handpicked clients with daily property management, including finance and budgetary management, dealing with legal formalities, managing leaseholders and organising necessary maintenance works.
- Make regular inspections of the properties, usually monthly but as necessary, to check upon the condition of the buildings and grounds, ascertain works of repair, monitor and supervise on site staff and contractors.
- Liaise with resident directors, lessees, residents, contractors and others as required, including dealing with telephone calls, faxes, emails and personal visits expediently and in a timely and courteous manner. Ensuring that all appropriate people are kept fully informed.

- Prepare annual service charge budgets, in conjunction with the accounts department and the resident directors as appropriate. Subsequently, ensuring that costs incurred stay in line with budgets and reporting deviations from the budget to a director.
- Prepare Quarterly Reports to be forwarded to clients.
- To provide when required information to the PM Department Operations Manager on a daily, weekly or monthly basis as required.
- Instruct appropriate contractors for works of repair and/or maintenance, working within Landlord & Tenant Act procedures, including the changes to the Section 20 Act made in 2002, and the company's internal procedures in that regard. Subsequently supervising works as required, ensuring invoices are correct and approving or (not and) authorising them.
- Liaise with the insurance department to ensure that insurance claims and associated works are dealt with expediently, liaising with loss adjusters and others as appropriate.
- Supervising caretakers, on site staff and contractors as appropriate, ensuring the proper day-to-day running of the properties, buildings, grounds, plant and equipment.
- Checking compliance with and enforcement of the terms of leases and statutory requirements.
- To be responsible for and to maintain the H & S Management system for the Portfolio. At a minimum to review dashboard on a weekly basis and to record events
- Attending residents' meetings, board meetings and AGMs (usually during evenings, on site). Subsequently preparing, agreeing and circulating minutes as appropriate.
- Liaise with Company Secretarial and others as required, regarding company secretarial matters, directorship appointments and resignations, etc.
- Liaise with Property Transfer Department and others as required, regarding flat sales, transfers and lettings, etc.
- Dealing with specifications for major works, obtaining competitive tenders, circulating resident directors, advising them and obtaining instructions, instructing Landlord & Tenant Act Notices and appropriate supporting documentation, and circulating to lessees. Subsequently instructing contractors and supervising works in progress and on completion as appropriate. Approving (not authorising) consequent payments.
- Comply with the company's IT and computer policy, including anti-virus procedures.
- To maintain the highest possible level of positive relationship with the client.
- To ensure the highest levels of property management are being achieved.
- To be responsible for the out of hours/weekend phone as and when required.
- Comply with the company's Health & Safety Policy and ensure that on site staff and contractors, lessees and residents do so also.
- To complete any other tasks as and when necessary and/or instructed by Senior Management.

- At all times, working within clients' instructions and the terms of the leases.
- At all times, follow the RICS Management Code and all ARMA-Q regulations.

**Person Specification:**

*Essential*

- Relevant property management experience – minimum 5 years
- A Full UK Driving Licence and access to a car for business use
- Good knowledge of service charge budget formulation
- Good knowledge of service charge and Company accounts
- Excellent communication and interpersonal skills, including written and verbal
- An ability to deal with challenging people and handle conflicting opinions
- Organised and methodical
- An ability to multi-task and possess strong prioritisation skills
- Can demonstrate high customer focus and time management skills
- IRPM II qualified (MIRPM)

*Desirable*

- Previous working experience/knowledge of QUBE
- Previous management experience.