

## **JOB DESCRIPTION**

<b>Job Title:</b>	Property Manager
<b>Working Pattern:</b>	Monday – Friday, 8.45am – 5.15pm
<b>Employment Type:</b>	Full-Time
<b>Location:</b>	Bristol (initially home based)
<b>Salary Range:</b>	Dependant on experience
<b>Reports to:</b>	Regional Manager

### **Our Company**

We are a well-established property management company with our modern head office based in Salisbury, supporting 8 Regional Offices throughout the UK.

Established in 1990, Remus services 30,000+ homes and employs 110+ staff. Clients include the top 10 developers in the UK as well as a range of freehold investment, RMC & RTM clients.

In 2016, we became part of the Fexco Property Services group, which includes established UK brands providing apartment building and private estate management and related services.

Being an employee of Remus means being an employee of one of the fastest growing property services groups in the UK with opportunities for personal and professional growth across our teams.

Our staff are trained in all aspects of property management, based on both good practice and current legislation. We actively promote and assist our teams in further training, apprenticeships, qualifications and have a strong ethos of promotion from within.

We provide competitive salaries, a competitive benefits package and a supportive, friendly working environment for our staff.

### **The Role**

You will be responsible for the day to day management of a portfolio of properties and thereby the relationship between the company and its Clients.

### **Key Responsibilities**

- To be familiar with leases/TP1s for properties within the portfolio and enforcing the covenants and ensuring that obligations are met in line with current property law.
- Prepare and issue budgets for properties within the portfolio and monitor spending during the account period.
- Agree year end accounts for properties with the client and deal with enquiries as they arise.
- Carry out regular visits to properties within the portfolio.
- Appoint and monitor contracts for properties.
- Ensure services (cleaning, gardening, lift maintenance etc) on sites are in contract with suitably qualified contractors, completing the correct specification of service within the relevant timeframes.
- Check and approve invoices from contractors.
- Deal with lessee queries on a day-to-day basis for properties within the portfolio and, where necessary, for absent colleagues.
- Deal with Freeholder queries/matters, as required.

- Build relationships with key contacts at properties including Resident Directors and Freeholders.
- Attend meetings with Residents' Associations/Tenant Management Meetings.
- Organise and attend Extraordinary General Meetings and Annual General Meetings (EGM/AGMs) where items pertaining to the Resident Management Company (RMC) are discussed formally.
- Liaise with Surveyors regarding major works for properties within the portfolio.
- Plan for the future with regards to building maintenance and reserve contributions this is to include condition reports and long-term plans, where appropriate.
- Supervise Assistant Property Manager in carrying out minor works requests.
- Liaise and assist the Administration Department with conveyancing, completion and permissions enquiries.
- Liaise and assist Accounts Department with credit control and queries regarding the properties that are within the portfolio.
- Keep up to date property/lessee records on Remus computer system.
- Prepare tribunal applications and adhere to subsequent directives.
- Keep record of time spent on matters not included within management fees as additional time costs are levied to the Service Charge for items not included within the management agreement.
- Any other tasks that may reasonably be required.

#### **The Candidate**

- A good standard of written and oral English is required.
- Working knowledge of Microsoft Software (MS word, Excel, Outlook)
- IT Competency.
- Professional and efficient telephone manner. We are a service industry and therefore high standards of professionalism are required when dealing with Clients and Advisers alike.
- High attention to detail and accuracy.
- Ability to learn quickly and a team player.
- AIRPM or willingness to work towards accreditation.

#### **Benefits**

- Annual Leave Entitlement: 25 days.
- Bonus day off for your Birthday.
- Director's day off between Christmas and New Year.
- Health Cash Plan with Bupa.
- Priority rates on Foreign Exchange.
- Employee Assistance Programme.
- Travel season ticket loan or car parking season ticket loan.
- Employee discount with Wider Wallet.
- Training & development opportunities.