Crabtree Property Management

Part of Fexco Property Services

Your New Job Title: Senior Property Manager
Company: Crabtree Property
Location: North Finchley, London
Hours: 08.45 – 17.15

Are you a qualified Property Manager looking for a new and exciting opportunity to work for a forward thinking and progressive company? Then look no further!

Introducing the Fexco Property Services Group
The Group currently consists of 3 property management brands plus a risk-assessment brand. We work with 8 out of the 10 top UK developers, and we currently manage a portfolio of 70,000 properties. Collectively there are 12 regional offices across England & Wales supported by in-house teams that manage Admin & Finance, HR, H&S, Marketing & Communications and Legal & Compliance, so you'll be joining a well-established and growing group. More information can be found here: www.fexcopropertyservices.co.uk/

We do things a bit differently!
There is no corporate nonsense, and no old-fashioned hierarchy! Instead, we work with oodles of self-sufficient, autonomous teams across our group. Think of our regional offices as smaller, family-oriented business, but with the corporate benefits, training and support you will need to succeed!

About this 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. You will also be managing some on site staff.

Some Responsibilities and Goals you'll own:

- 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 provide advice and assistance to Junior Property Managers/Assistant Property Managers
- 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.

Must Have Skills:

- Relevant property management experience – minimum 4 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)

Bonus / Superhero Skills:

- Previous working experience/knowledge of QUBE

Who will love this Job because:

- You like making things easier for customer and colleagues. If there's a roadblock, you want to smooth it away.
- You are energised by interacting with and helping people. You know that everyone has trouble sometimes and seek to empower and educate customers.

- You are a positive person and know how to look on the bright side.
- You're comfortable with a little chaos and uncertainty! But you love reading and learning of new ways of doing things.

So, if freedom, self-sufficiency, and head-scratching professional challenges rock your world, we could be a match made in heaven!

Review from a Property Manager employee as of April 2021:

"Good team spirit, lots of support from management and an ever-improving training team."

To apply send your CV to hr@fexcopropertyservices.co.uk **or apply via the contact form online:** www.crabtreeproperty.co.uk/careers/