

## Riversong Group Ltd - Job Description – Property Manager

### Property Manager Job Overview

Graves Son & Pilcher is looking for an exceptional and experienced Property Manager to manage a portfolio of long leasehold residential properties that include both small and large blocks in Brighton and Hove and the surrounding area. You will be an integral part of the team, reporting to the Senior Property Manager and providing outstanding customer service. You will be a natural problem solver who is forward thinking and self-motivated. Training will be provided and excellent career progression opportunities available for the right candidate.

**Location:** Graves Son & Pilcher, 51 Old Steyne Brighton, East Sussex, BN1 1HU

**Full time** (hours Monday to Friday 9.00am – 5.30pm with an hour for lunch break)

**Salary range:** £25,000 - £30,000 - dependent upon experience.

**Employee benefits package:** training, employee recognition/reward scheme, team building events, cycle to work scheme, free eye test voucher, Employee Assistance, community activities. Initially 20 days annual leave, increasing to 25 days annual leave upon successful completion of two years' service and an additional day annual leave during the week of your birthday.

**The successful candidate will present with the following:**

### Demonstrable competencies:

- **Financial management** – the ability to interpret financial information (budgets) to ensure that the clients' service charge is managed effectively, mindful of legislative obligations and current and future needs. A Property Manager is required to draft budgets, monitor expenditure and report to Board Members.
- **Implementation and accountability** – an understanding of what is required and a willingness to systematically and diligently ensure that key deliverables are achieved on time and within budget. A Property Manager is required to take responsibility, react quickly and resolve issues.
- **Customer service and strong communication skills** – our goal is to provide outstanding customer service to all of our clients. A Property Manager must communicate effectively and in a manner that ensures trust and confidence in the service that we provide, including active listening skills and an ability to resolve conflict in a responsible and non-confrontational manner.
- **Professional competence** – the ability to consider complex issues and challenges, agree a decision and plan for resolution. A Property Manager must be able to make decisions and devise and implement positive solutions.

### Qualifications:

- A good standard of education is essential.
- IRPM Part 1 is essential and a willingness to study for further qualifications (MIRPM and RICS if appropriate).

### Experience:

- Experienced in block management (3 years+), with a good understanding of current legislation affecting residential property management.
- A good understanding of residential leases, statutory compliance issues and CDM regulations.
- Some experience of budget management, financial control and delivery of cost efficiencies.
- Some working knowledge of building management, systems maintenance and repair projects.

### Skills:

- Ability to prioritise workload and work under pressure.
- Good problem-solving skills. Ability to analyse information and make recommendations accordingly.
- Strong numeracy skills.
- Excellent communication skills – written, and verbal, presentation of information.

- Good IT skills – proficiency in Microsoft programmes. Knowledge of Qube would be advantageous.
- Good team player – willingness to share knowledge and support other colleagues if required.
- Full, clean driving licence.

#### **Attitude:**

- Accountable – take personal responsibility for successfully resolving matters.
- Thorough – pay attention to detail.
- Commitment – take pride in your own work and care about your own and your team's performance.
- Mature – take a calm, measured, common-sense approach to situations.
- Positive – project an optimistic, can-do attitude to maintain team morale.

#### **Key responsibilities will include:**

##### **Financial management:**

- Budgets – prepare, review and implement annual budgets for each block, ensuring the budget is approved and demands are issued on time.
- Expenditure control – generate purchase orders and authorise payment of all invoices for works associated with the service charge for each block. Authorise payment of recurrent and one-off expenditure. Liaise with clients regarding items above the agreed expenditure limit.
- Monitoring – undertake regular income & expenditure reviews against budget, to ensure that issues are quickly identified and that corrective measures can be implemented.
- Reporting – prepare regular reports, on key management and financial aspects, to Directors/Freeholders/Board Members.
- Annual accounts – review draft service charge accounts and liaise with the accounts department regarding certification and distribution. Prepare accompanying notes, where required.
- Utilities - monitor billing and consumption and liaise with providers.
- Debts - deal with outstanding debts once routine credit control procedures are complete.

##### **Block management:**

- Client satisfaction - a Property Manager is the first point of contact for all general block management matters, including dealing with clients, leaseholders, resident associations, service providers and other third-parties.
- Planned maintenance schedule – ensure a comprehensive planned maintenance schedule is in place for each block and is reviewed annually. Ensure all planned works are completed on time and contracts are tendered appropriately.
- Site inspections – conduct regular planned site visits to ensure standards are upheld. File inspection reports and ensure any identified actions are addressed.
- Reactive works – manage reported maintenance issues in a timely and effective manner, communicating with affected parties appropriately.
- Lease – be fully conversant with the head lease (rules, regulations and obligations) and manage accordingly.
- Insurance – ensure insurance cover is valid and appropriate for each block. Ensure all claims are handled promptly.
- Administration - maintain in-house statutory compliance records and ensure relevant matters are actioned in a timely manner. Update Qube database as appropriate. Provide reports for clients when requested. Maintain an asset register for all blocks.
- Meetings and visits – attend board meetings, AGM's and other formal events as required (may include minute taking and occasional evening meetings).
- Health & Safety – ensure that H&S legislation, policies and recommendation are adhered to at all times. Ensure Fire Risk Assessments and H&S reports are maintained and actioned appropriately for each block.
- Major works – Implementation and oversight of the S.20 consultation process in respect of all major works.

Ensure each block has an effective major works programme (and necessary reserve fund) to comply with the lease and maintain the condition of the block. Review annually and competently manage the major works programme (in liaison with the Riversong Building Surveying Team).

- Contract management - review / assess service agreements as and when required. If applicable, monitor caretaker's performance.
- Parking management – arrange for new permits and monitor company's attendance.
- Legal compliance - seek legal advice when appropriate and take action accordingly.
- Reporting – report to your line manager regularly regarding any issues or concerns.

These are the key responsibilities of the role. There will be other general duties associated with the position. To be eligible, a candidate must be legally able to work in the UK and have a full, 'clean' driving licence.

Applications to – please send your CV, in confidence, to [r.luckin@riversonggroup.com](mailto:r.luckin@riversonggroup.com)