

L&Q Group

Role title	Property Manager (Key Worker Services)						Date	June 2017	
Reports to Title	Resident Services Manager						Version	1	
DBS Disclosure Required:	Yes		No	✓	Standard		Enhanced		Enhanced +
Responsibility for End Results									
<p><i>Purpose:</i></p> <p>To manage L&Q's Key Worker Services (KWS) properties in West and North East of London, including county areas. You will deliver a responsive, efficient and customer focused housing management service to residents and prospective residents; representing and championing L&Q and its values at all times.</p> <p>To assist in the delivery of departmental KPIs and to maximise the revenue on properties while minimising voids by identifying quality issues with properties and implementing the L&Q allocation policy and process.</p>									
<i>Key Responsibilities / Deliverables:</i>									
Main Accountabilities:									Time (%)
1. Contribute to the team's achievement of its objectives, whilst operating in line with the L&Q values and delivering the highest levels of customer service. Acting as the 'voice and face' of L&Q, providing a resident focused service across all categories, e.g. tenancy, estates, having regard for resident satisfaction and financial strength at all times.									
2. Ensure own performance contributes towards team objectives and key performance of the business.									
3. Ensure properties are let in accordance with appropriate procedures and standards while confirming that all processes are implemented to minimise void periods within agreed parameters.									
4. Work collaboratively with others to ensure effective and efficient delivery of services. Perform Estate Inspections/Health & Safety Checks and liaise with relevant partners be that internal and/or external to ensure delivery of repairs and improvements are commissioned and implemented to the residents' satisfaction.									
5. Maintain good relationships with key stakeholders and partners, promoting and representing L&Q. Engage with a range of stakeholders including residents, NHS, fire service, police and contractors.									
6. Maintain the necessary relevant records and documents ensuring that they are stored and maintained effectively, in accordance with data protection.									
7. Manage risks associated with areas under the jobholder's control. Where appropriate, in accordance with policy, initiates legal process which may include the serving of notices.									
8. Work collaboratively with fellow Property Managers to provide a first class service on all KWS sites. You will provide a Housing Management service and take responsibility across both neighbourhood sites.									
Financial Responsibility: Enter below any typical revenue, operating or capital budgets for which the role is accountable.									
None									
People Responsibility: Indicate below the typical number of employees for which the role has supervisory / management									

responsibility. If the number varies, indicate an average or a range.		
	Direct Reports	Indirect Reports
Total Employees	0	0
Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities		

Technical Knowledge / Skills
List of technical knowledge/skills required to successfully perform the job role; including professional qualifications
<ul style="list-style-type: none"> • Demonstrable experience of delivering customer focused services in a demanding, public facing environment. - Essential
<ul style="list-style-type: none"> • Housing sector experience. - Essential
<ul style="list-style-type: none"> • Highly organised, able to manage and prioritise a demanding workload and attention to detail - Essential
<ul style="list-style-type: none"> • Good relationship management or stakeholder engagement skills. - Essential
<ul style="list-style-type: none"> • Able to demonstrate an awareness of how operational matters impact on budgets and financial performance. - Essential
<ul style="list-style-type: none"> • Understanding of relevant housing law. - Desirable
<ul style="list-style-type: none"> • Excellent communication, written and verbal. - Essential
<ul style="list-style-type: none"> • Strong IT skills – MS Office suite & Full clean driving licence – Essential

L&Q Values
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.
People
<ul style="list-style-type: none"> • We care about the happiness and wellbeing of our customers and employees
Passion
<ul style="list-style-type: none"> • We approach everything with energy, drive, determination and enthusiasm
Inclusion
<ul style="list-style-type: none"> • We draw strength from our differences and work collaboratively
Responsibility
<ul style="list-style-type: none"> • We own problems and deliver effective, lasting solutions
Impact
<ul style="list-style-type: none"> • We measure what we do by the difference we make
Other
<ul style="list-style-type: none"> • Commit to supporting L&Q's environmental policy and social mission • I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks