L&Q Group

Role title	**Property Manager (PRS)**				Date		31/3/2015	
Reports to Title	Team Manager – Property Management				Version		1	
DBS Disclosure Required:	Yes		No	✓	Standard		Enhanced		Enhanced +	

Responsibility for End Results

Purpose:

To manage a portion of L&Q's PRS property portfolio. To oversee lettings, tenancy management, housing management and void management functions for allocated patch. To assist Senior Property Manager and Property Portfolio Manager in delivering departmental KPIs as well as providing excellent customer service to PRS residents.

Key Responsibilities / Deliverables:

Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.	*Time (%)*
1. Provide excellent customer service to PRS residents as their first point of contact.	
2. Ensure properties within allocated patch are maintained to a good standard by effective oversight of reactive maintenance and void works. Ensuring customer satisfaction is achieved by effective communication and coordination of reactive maintenance.	
3. Maintain awareness and understanding of London's lettings market with the aim of effective management of rent levels for both lettings, re-lettings and renewal of tenancies	
4. Ensure costs are minimised and income maximised by good management of tenancy renewals and effective management of void turnaround.	
6. Ensure compliance of areas controlled in respect of governance and adherence to relevant statutory and regulatory provisions.	
7. Maintain the necessary records ensuring all required documents and files are stored and maintained.	
8. Manage risks associated with areas under the jobholder's control.	

Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.

They will authorise maintenance works – reactive and planned.

People Responsibility:
Indicate below the 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 managed by the role (e.g. payroll), or any functional / project management responsibilities

Knowledge, Skills and Abilities
Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.
1. Demonstrable knowledge of the Assured Shot-hold Tenancy Legislation and proven experience of the London letting market– **Essential**. Gained within a reputable large estate/letting agency – **Desirable**
2. Exceptional organisational and presentational skills, written and verbal – **Essential**
3. Proven track record in delivering on objectives within a demanding 'customer focused' commercial environment – **Essential**
4. Able to demonstrate exceptional customer service skills – **Essential**
5. Able to demonstrate a record of continuous personal development – **Essential**
6. Able to define priorities and delivery in a demanding environment – **Essential**
7. ARLA qualifications – **Desirable**
8. MS Office Suite – **Essential** + 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
• We care about the happiness and wellbeing of our customers and employees
Passion
• We approach everything with energy, drive, determination and enthusiasm
Inclusion
• We draw strength from our differences and work collaboratively
Responsibility
• We own problems and deliver effective, lasting solutions
Impact
• We measure what we do by the difference we make
Other
• 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