L&Q Group

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| **Role title** | Property Manager | | | | | | | **Date** | | 1/4/16 | |
| **Reports to Title** | Resident Services Manager | | | | | | | **Version** | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| Purpose: **To deliver a responsive, efficient, high quality and customer focused estate and facilities management service, to ensure communal facilities and services provided in our properties and on our estates are reliable, of good quality and offer value for money.** | | | | | | | | | | | |
| **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. Operate in line with the L&Q values to deliver the highest levels of customer service. Provide a professional and knowledgeable estate and facilities service to residents in a range of tenures and resolve issues efficiently and effectively. | | | | | | | | | | |  |
| 1. Take ownership to ensure own performance contributes positively towards team objectives, key performance of the business and customer experience by providing a proactive and customer focussed estate and facilities management service, including responsibilities for:  * Estate inspections - Inspect and grade communal areas and estates, raising and following up on appropriate corrective actions to customer resolution. * Estate Improvements - Identify opportunities to use the Neighbourhood Improvement Fund to further enhance the enjoyment of our estates for our customers. * Estate and facilities management - Provide a responsive and efficient estate, block and facilities management service to ensure our residents’ communal areas and neighbourhoods are pleasant, well-maintained and safe places to live. * Service Charges - Understand all services and charges provided to estates, properties and communal areas and check the quality of services provided to ensure these represent value for money. * ASB - Tackle and reduce the effects of anti-social behaviour on estates and in communal areas, dealing with issues such as abandoned vehicles, bulk rubbish, graffiti and misuse of communal areas. * New Homes – Take responsibility for new homes handed over to the neighbourhood, including understanding services, facilities and charges. * Other tasks and activities associated with the role. | | | | | | | | | | |  |
| 1. Work collaboratively with internal colleagues and teams to ensure effective, efficient and customer focussed delivery of services relating to communal areas, facilities, estates and new homes. This will include colleagues in Case Management, the Customer Service Centre, Lettings, Technical Services and direct works teams. | | | | | | | | | | |  |
| 1. Provide excellent customer service to residents, promoting ways to get involved and dealing sensitively with vulnerable residents. Maintain excellent relationships with key stakeholders and partners, such as contractors, politicians and police, positively representing L&Q and attending meetings / events as appropriate. This may include occasional evening meetings. | | | | | | | | | | |  |
| 1. Work in partnership with residents to identify opportunities to use the Neighbourhood improvement fund to improve their estates. Understand and be able to explain service charges and review areas to ensure value for money is achieved. | | | | | | | | | | |  |
| 1. Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions and internal policy and procedure, especially around health and safety and service charges. Keep up to date on all legislative and regulatory issues that impact the role. | | | | | | | | | | |  |
| 1. Maintain the necessary written/electronic records and systems to ensure accurate and complete records, including those related to communal inspections, health and safety checks and raising corrective actions. | | | | | | | | | | |  |
| 1. Manage risks associated with areas under the jobholder’s control such as health and safety or ASB issues arising from inspections of communal areas, and financial and reputational risks of managing estates and facilities. | | | | | | | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | |
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| **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 |
| Will be expected to oversee: Cleaning and Ground Maintenance Contractors/ Security & Concierge and Caretaking staff where applicable. | | | |
| **Technical Knowledge/Skills** | | |
| List of technical knowledge/skills required to successfully perform the job role; including professional qualifications | | |
| * Able to demonstrate experience of delivering customer focused services in a demanding, public facing environment | | |
| * Good communication and presentation skills, with the ability to present to stakeholders, handle complaints and communicate verbally and in writing. | | |
| * Highly organised, able to prioritise and manage a demanding workload | | |
| * Highly developed relationship management or stakeholder engagement skills, with the ability to be influence and follow through to resolution. | | |
| * Able to demonstrate an awareness of how operational matters impact budgets and financial performance | | |
| * Strong IT skills – MS Office suite, CRM and internal computer systems and devises | | |
| * Experience of complex residential facilities management or similar experience of inspecting and assessing quality defined criteria and implementing solutions. | | |
| * Housing sector knowledge including knowledge around property management, service charges, health and safety, personal safety and working with vulnerable people. | | |
| * The ability and attitude to be able to manage people is desirable | | |
| **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 | | |