

JOB DESCRIPTION

Job Title: Property Manager

Department: Lettings

1. Role description

As a Property Manager, you will be responsible for the management of all aspects of lettings properties on behalf of the client whilst they are tenanted. You will resolve any repair issues and meet all regular maintenance requirements.

You will provide Company point of contact for landlords and tenants and respond to any queries. This will require you to work closely with the Accounts team to serve as a link between them and the client for any accounts queries and issues, including managing debtors.

As an ambassador for the Lister Haigh brand you will be expected to uphold the highest standards of professionalism and instil our Customer Service Standard within the property management.

2. Key responsibilities

- As Property Manager, you will be responsible for the maintenance of client properties.
- Resolve any property repair and maintenance requirements on behalf of the client and liaise with the appropriate contractors and local authorities to fulfil these.
- Review works orders and planned maintenance; ensuring compliance with legal and safety standards.
- Respond promptly and professionally to property-related queries from landlords and tenants via telephone and email.
- Assist landlords and tenants with account-related queries, working closely with the Property Management Accounts team to resolve issues.
- Conduct routine property inspections, including managing any required repairs and organising follow-up visits.
- Renew property insurance policies as required, ensuring continuous and appropriate coverage.
- Provide tenant references for previous tenants and decline these where appropriate.
- Manage debtor control for tenant payments and liaise with the client to update them.
- Manage rent arrears and debt recovery, liaising with clients regarding payment status and updates.
- Conduct all regulatory and compliance checks as required.
- Prepare detailed inventory reports for property check-ins and check-outs; negotiate deposit deductions where necessary.
- Carry out detailed and accurate inventory reports for check-in of properties.
- Ensure all regulatory and compliance checks are completed accurately and within deadlines.
- Compile any ad-hoc reports and analysis as requested by the Head of Department.
- Provide holiday or absence cover for other colleagues when needed.
- Adhere to the company's Standards of Service at all times.
- Carry out any other reasonable duties as required by the business.

3. Attributes

Essential Skills & Attributes:

- Prior experience in property management or equivalent
- Ability to manage own workload effectively and prioritise tasks.
- Strong desire to meet customer needs and achieve positive outcomes.
- Excellent communication skills, both verbal and written.
- Conscientious, hard-working, and self-disciplined.
- Proven ability to meet deadlines and targets (both individually and for a team).
- Able to remain calm and effective under pressure.
- Capable of working independently and using own initiative.
- Active and collaborative team player.
- Highly articulate with a clear and professional telephone manner.
- Strong customer service ethic and commitment to client satisfaction.
- Excellent IT skills, including proficiency in Microsoft Word, Excel, and Outlook.
- Ability to manage multiple tasks and priorities simultaneously.
- Strong interpersonal and relationship-building skills.
- Highly self-motivated with a proactive approach.
- Access to own vehicle and a valid, clean UK driving licence.

Desirable Skills & Experience:

- Previous experience in a residential property management role.
- Good knowledge of the local area and surrounding amenities.
- Strong understanding of the company's products and services.