



JOB DESCRIPTION

JOB TITLE:**PROPERTY MANAGER****REPORTING TO:****LETTINGS MANAGER****OBJECTIVE:**

Responsible for the direct management of the lettings portfolio and keeping up to date with the ever-changing legislation and processes. To effectively and efficiently service and administer landlords, tenants and contractors and to assist with the day to day running of the Lettings Department.

MAIN DUTIES

1. Managing and responding to landlord and tenant property queries and issues
2. Proactive communication with both the landlord and tenant and compiling relevant reports
3. Obtaining competitive quotations and instructing contractors
4. Organising inventory, check-in and check-out appointments and distribute reports
5. Keeping property records up to date
6. Invoice processing in a timely manner
7. Setting up and closing down utilities when required
8. Organise timely safety checks and any required remedial works to completion
9. Distribution of safety records to all relevant parties
10. End of tenancy report evaluation, damage proposals to the landlord and management of the deposit distribution
11. Booking and monitoring work
12. Overseeing of properties, including inspections visits, Landlord Gas Safety Certificates and Electrical Safety Checks
13. Arranging and conducting property inspections and report to landlord
14. Landlord and Tenant liaison as necessary.
15. File maintenance within software systems and property files
16. Maintaining and updating applicant register on software systems as necessary
17. Manage Pre-Tenancy Inspections to ensure all legal requirements are met prior to tenancy commencing
18. Assisting Right to Rent checks
19. Assisting manning the office, including constant telephone monitoring, registering applicants for the departments, arranging viewing appointments and market appraisals
20. Liaise with accounts and other departments as necessary
21. Strive to meet set targets within the department
22. Maximise daily business opportunities
23. Monitor actions raised at weekly and monthly meetings.



MONKS

- 24. Follow current Anti Money Laundering Regulations Policies and Procedures
- 25. General word-processing/secretarial duties ensuring accuracy and quality are maintained and deadlines met.
- 26. Maintain effective systems and procedures and ensure continuity of quality, presentation and style.
- 27. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities.
- 28. Carry out research as required.
- 29. Liaise with and support other offices as necessary in all aspects of lettings function.
- 30. Co-ordinate with new Landlords and Sellers to ensure they are kept updated with the progress of their property, including sending terms and conditions, monitor return to ensure received prior to letting taking place.

GENERAL DUTIES

- 1. Operate within the Company’s policies, procedures and systems.
- 2. Plan to optimise the achievement of results by showing concern for excellence.
- 3. Project a positive image of oneself and the Company to others.
- 4. Attend and contribute to meetings as necessary.
- 5. Ensure and maintain a strong customer service focus.
- 6. Liaise with external agencies (including clients, suppliers etc.) as necessary.
- 7. Recommend, monitor and control the use of resources.
- 8. Actively participate in continued personal training and development activities to meet Company requirements.
- 9. Assist in other departments/areas of the business as and when required.

Signed:.....

Print:.....

Date:.....

Monks, bringing people and property together

H –Honest – Straightforward and easy to deal with.

O- Original – Innovate and we deliver.

M- Motivated – Drive, energy and enthusiasm to make a difference

E – Empathetic – Real, normal and human