



MONKS

PERSON/JOB SPECIFICATION

Job Title	Property Manager
Summary	Looking for a skilled communicator who brings a personal touch to work every day ensuring clients and customers enjoy an exceptional level of service, being responsible for the direct management of the lettings portfolio and keeping up to date with the ever-changing legislation and processes.
Department	Lettings
Location	Shrewsbury office – 10a-11 Shoplatch, Shrewsbury, SY1 1HL
Term	Full Time Permanent with an initial six month probationary period
Salary Band	Competitive annual salary + referrals
Responsibilities	<p>Main Duties:</p> <ol style="list-style-type: none">1. Managing and responding to landlord and tenant property queries and issues2. Proactive communication with both the landlord and tenant and compiling relevant reports3. Obtaining competitive quotations and instructing contractors4. Organising inventory, check-in and check-out appointments and distribute reports5. Keeping property records up to date6. Invoice processing in a timely manner7. Setting up and closing down utilities when required8. Organise timely safety checks and any required remedial works to completion9. Distribution of safety records to all relevant parties10. End of tenancy report evaluation, damage proposals to the landlord and management of the deposit distribution11. Booking and monitoring work12. Overseeing of properties, including inspections visits, Landlord Gas Safety Certificates and Electrical Safety Checks13. Landlord and Tenant liaison as necessary. <p>See full Job Description for more details.</p>
Terms and Conditions	Hours of employment: Monday to Friday 9.00am to 5.30pm with one hour for lunch. Saturdays by rotation, generally one in four, 9am to 4pm. (paid as overtime).



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	<p>Initial training and continuous professional development. Support with CPD and Propertymark Qualifications. Career progression.</p> <p>Pool car for appointments is available, however, access to own vehicle is essential in case the pool car is not available.</p> <p>Holidays: 28 days (this includes public holidays). Pro rata for shorter periods.</p>	
Experience & Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Access to own vehicle and full driving license • Having worked in a similar role. 	<ul style="list-style-type: none"> • Level 3 Award in Residential Letting and Property Management, MARLA Propertymark
Skills	<ul style="list-style-type: none"> • Ability to remain calm and professional when dealing with challenging situations • Good administrative skills • Be able to work under pressure and to tight deadlines • Good organisation skills • Be able to prioritise workload • Excellent communication skills • Excellent telephone manner • Excellent interpersonal skills • Excellent time management • Working effectively within a team • Quick learner 	
Knowledge	<ul style="list-style-type: none"> • IT literate 	
Characterises	<ul style="list-style-type: none"> • Self motivated – self starter • Methodical • Dynamic • Assertive • Flexible approach • Reliable • Concern for excellence • Enthusiastic • Good sense of humour • Positive attitude 	



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Application Process/ How to apply	Curriculum vitae together with covering letter sent to: patricia@monks.co.uk
Job Posted	12 th February 2024
Closing Date	24th February 2024 Only candidates selected for an interview will be contacted.

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