

Job Description

Job title:	ASSISTANT PROPERTY MANAGER
Reports to:	Senior Property Manager
Direct reports:	n/a
Location:	Manchester City Centre, with travel to all sites within portfolio as required.
Purpose of the role:	To support the team in the delivery of exceptional property management services to residential buildings for a portfolio of approximately 1200 units, in accordance with RICs and ARMA-Q. To act as the first line for all customer contact in a fast-paced and reactive environment, ensuring a first-class experience.
Responsibilities:	<p>Property Management</p> <ul style="list-style-type: none">• To act as the first line for all customers, dealing calmly and confidently with reactive issues, following them through to resolution (or escalating as appropriate).• To receive, review and feedback key concerns from weekly property inspections carried out by onsite staff, with proper follow-up.• To accompany, or run, at least one Property Assessment per year, maintaining up to date knowledge of all sites within portfolio, supporting proper follow-up and delivery of actions.• To work in partnership with the PM in the delivery of day-to-day planned maintenance and any works, acting as the daily point of contact for any contractors.• To support residents on noise and ASB complaints, seeing issues through to resolution, liaising with third parties as required.• To co-ordinate the processing of insurance claims in a timely manner.• To effectively manage the site service maintenance schedule in line with required works.• To ensure sites meet with key regulations, for example ARMA-Q, RICs and H&S requirements.• To effectively manage all utility providers and associated processes.• To provide support for all elements of the transfer plan when integrating a new business into the urbanbubble family.• To provide cover for the Legal and Compliance Administrator in completing Management Information Packs for Leaseholders and Solicitors prior to the sale of a leasehold property, responding to customer enquiries as required.• General support for team operations, underpinning the delivery of customer service excellence. <p>Information and Communication</p> <ul style="list-style-type: none">• To capture accurate and up to date information on QUBE (the property management software) from any customer contact, service delivery and works. To take full ownership for ensuring the system is accurate and up to date at all times.• To ensure proper utilisation of the Tenant Portal for essential site and client information.• To consider and share any customer feedback that promotes service improvement.• To co-ordinate and distribute any key customer information such

as meeting minutes, quarterly reports, budgets and annual accounts, utilising technology and handling any resulting queries.

- To ensure the PM and SPM are adequately prepared for any customer meetings and Annual General Meetings, attending when necessary.
- To proactively market the services offered by urbanbubble, inspiring trust and confidence.

Financial Management

- To manage all works and spends in line with budget, maintaining close oversight and control.
- To support the team and clients with Finance activities, including administrative support for debt recovery, fielding supplier invoice queries and invoice coding.

Adding Value

- To complete project work or carryout Property Management activities, as time allows and workload demands.

Critical skills required:

- Strong organisation skills and the ability to manage multiple and often conflicting deadlines.
- Exceptional customer service.
- IT skills.
- Communication skills, with particularly strong verbal skills and solid written communication skills.
- Transferable office administration skills.

Critical knowledge required:

- Legislative requirements and regulations in the residential property management arena.
- Principles of customer service excellent.

Personal Profile

Qualifications required:

Essential:

- Good basic level of education.
- Foundation level IRPM exam, or willingness to work towards.

Experience required:

- Experience of working in an office environment with evidence of having delivered excellent customer service.
- Residential property management experience is hugely advantageous, but not essential.

Attitude/approach

- Adaptable.
- Motivated.
- Positive and can-do.
- Diligent and hardworking.
- Ability to remain calm under pressure.

urbanbubble requires people who are professional, hard working, innovative, passionate; who are effective in their roles and who truly engage with the customer.

Date of description:

July 2017