

Job Description

Job title:	Property Assistant
Reports to:	Community manager
Direct reports:	n/a
Location:	Liverpool - office
Purpose of the role:	<p>Assistant to the community manager, effectively managing the operational and financial performance of the asset by developing innovative and cost-effective management strategies to drive revenues.</p> <p>The Property Assistant will develop strategic relationships to promote and establish the property brand in the market whilst building a vibrant, safe and welcoming community that our residents enjoy being part of.</p> <p>Responsibilities include ensuring that the building is compliant and in line with current legislation, assisting with organising resident parties and social events to drive profitability, reduce costs and minimise rental voids by encouraging existing residents to remain within the development.</p>
Responsibilities:	<p>Lead on</p> <ul style="list-style-type: none">• To ensure all Information recorded to the management systems is comprehensive, accurate and up to date.• To diarise all inspections for completion, this includes best practise inspections and legal/Health & Safety inspections.• To Ensure PO's are raised and processed accurately and in a timely manner.• To conduct inspections to ensure the property is immaculate prior, during and after occupation and organise cleans where appropriate inside the apartments and in the communal spaces.• To arrange deliveries and removals of any nature.• To handle/issue keys only to correct personnel/residents whilst recording the signing in and out of keys, in line with the company procedure.• To complete internal inspections of the apartments where required, creating a findings report. Action any issues found promptly.• To deal with property and customer enquiries in a timely and appropriate manner. This can range from maintenance to rental inquiries.

- To process general administration and insurance claims.
- To obtain and negotiate quotes for required maintenance and improvement work, working with maintenance teams as appropriate, ensuring we achieve quality service at the best possible prices.
- To manage planned and reactive maintenance and refurbishments, ensuring they are completed to a high standard and within agreed budgets and timescales.
- To ensure the operation of the property complies with company policies and procedures and any laws and regulations governing housing operations.
- To inform the lettings administrator of the deductions to deposits where applicable and to inform lettings negotiator which deposits can be released in line with legislation and company procedure.
- To ensure that resident recharges are submitted to the relevant parties.
- To provide a full report on a monthly/quarterly basis to include the following information:
 - Legal & Compliance for Gas Safety, Electrical safety and all other lettings legislation.
 - Maintenance jobs opened and closed in the time frame.
 - Major issues in the buildings that require additional attention / resources.

Assist with

- To assist the community manager with creating positive memorable experiences by exceeding expectations for all residents. Proactive in striving for continuous improvement through feedback.
- To assist community manager with promoting satisfaction and retention by responding to complaints, questions and requests in a timely manner and takes appropriate action to address and resolve service issues and seek feedback from residents.
- To assist community manager with ensuring resident welfare is paramount and where appropriate ensuring residents have connections to support services.
- To support the organisation of social events, continuously seeking to improve service delivery and the overall resident experience.

<p>Critical skills required:</p> <p>Critical knowledge required:</p>	<ul style="list-style-type: none"> • To assist community manager with arranging quarterly resident meetings with clear agenda to be circulated at least 7 days prior to the meeting. • To provide an introduction to the building and tour of the facilities available where applicable. • To assist community manager with managing anti-social behaviour, and complaints. • To effectively manage all utility providers if necessary. • To assist the lettings team with the collection of rent arrears. • To inform tenants when required of renewal prices and procedure for booking. Arranging the appointment with the lettings negotiator. <ul style="list-style-type: none"> • Ability to negotiate with contractors. • Ability to work well within a high performing team. • Planning skills. <ul style="list-style-type: none"> • Knowledge of H&S requirements for residential properties.
<p>Personal Profile</p>	
<p>Qualifications required:</p>	<ul style="list-style-type: none"> • Good basic level of education
<p>Qualifications desirable:</p>	<ul style="list-style-type: none"> • IOSH managing safely • ARLA • IRPM desirable or willingness to work towards
<p>Experience required:</p>	<p>Essential</p> <ul style="list-style-type: none"> • 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. <p>Desirable</p> <ul style="list-style-type: none"> • Experience as an assistant property manager in a residential property management company.
<p>Attitude/approach</p>	<ul style="list-style-type: none"> • Positive and can do, adaptable and motivated
	<p>urbanbubble requires people who are professional, hard working, innovative, passionate; who are effective in their roles and who truly engage with the customer.</p>
<p>Date of description:</p>	<p>23 January 2017</p>