

tlc

## Exceptional Estate Agents

**Job title:** Property Manager and Client Relationship Builder

**Reporting to:** Directors of Lettings and Property Management (Samantha Hossack)

**Salary:** Negotiable dependent on skills and experience

**Office Hours:** 8:30 – 18:00 Monday      09:00 – 18:00 Tuesday – Friday

**Working Hours:** Monday – Friday

### **Purpose of the position**

Our team needs an enthusiastic, dynamic, superbly organised, and committed individual who can work alongside our award winning and unique Lettings and Property Management department. You will be working with the team to ensure that the department is organised, effective, runs smoothly and that we build the very best relationships with our clients, Landlords and Tenants alike. The Property Management department is the most important in the business because if we get our management right, and on a personal level, then our sales and lettings teams have an endless supply of applicants and properties thanks to clients who already trust us due to your expertise.

### **Ideal Responsibilities & duties**

**Responsibility 1** – Creating and maintaining strong client relationships with our Landlords and Tenants. Ensuring that a firm trust is established from the outset so that communication is fluid, easy, and frequent. Strong communication skills and the ability to listen are key.

**Responsibility 2** – Our management style including the presentation and knowledge of the properties we care for is our brand in action so getting to know the properties you are looking after is key, you will be expected to visit the premises, know the appliances, often accompany contractors in, if nothing else but to keep them on their toes and ensure they are carrying out their duties as we would expect them to. Generally the properties we care for are all within 10-15 minute walk away so easy to get to.

**Responsibility 3** – The buck stops with you so you will need to have an eye for a good job done properly. You will need to be able to identify if contractors have done their jobs well and report back to all parties, including the contractor, so you will need to be authoritative when it matters, make decisions when it matters, and also insist on the very highest customer service from our suppliers to ensure they are representing you and the company as best they can.

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**Responsibility 4** – Your skills of mediation and patience will be invaluable when asked to attend to a trickier situation, leak or even deposit return negotiations. The ability to take accurate notes of the issue will also be required but above all, a good sense of humour and positivity is necessary as these problems will become the moment when you can really shine and build a trusting relationship with clients. This is a trust building exercise and also our opportunity to be that knight in shining white armour.

**Responsibility 5** – Ensuring the software knows what's going on too. So our software is our information centre, you must make sure that works orders, invoices, warranties are always logged onto the software so we can all easily find information if someone calls. Most importantly it will be vital to keep notes of tenants, landlords, and issues in the notes section to make sure we don't put a foot wrong that should easily have gone right.

**Responsibility 6** – You will need to keep an eye on a property's expenditure and also have a decent financial grasp of contractor's charges so that you can ensure you are always getting the best value for the client. It is important you know what job a contractor is going there to do and what we expect it to entail work wise and also financially. Combine this with proactive planned maintenance will show our clients that you really know your stuff.

**Responsibility 7** – Finally you will need to ensure that all the flats are up to date with the latest regulations so it will be important to have a good grasp of the fire regulations, health and safety requirements, Legionella etc... and just ensure that all the required assessments and resulting actions are implemented in the best way possible (that often means in the most aesthetically pleasing way possible!).

### Academic & trades qualifications

Competent A levels or similar qualifications

Ideally ARLA qualifications although these are not essential if you are the right person

On the job qualifications we support in the role:

- ARLA and any other relevant industry qualifications you might like to learn more about such as health and safety, legal, basic property repairs etc...
- Advanced Microsoft office courses
- Anything else you believe will improve you and your career with us.

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### **Work experience & skills**

Property Management experience is going to be useful although not essential – Contractor Management could be equally as useful

Experience using FixFlo or Reapit preferred but not essential

Microsoft Office competence

General exceptional references from previous employers are definitely going to be key.

### **Personal qualities & behavioural traits**

Planning and Organisation Guru – The whole team will be relying on the relationships you build so you're going to need to excel in this field.

Communication and Reaction – you will be the face and voice of the company so the ability to listen and understand what is needed in any situation is key. The ability to then communicate with our clients, contractors and your team making sure you all have / know what you need to be exceptional.

Team Player – This is essential as we judge ourselves as a unit and our teamwork and team spirit is key to our success.

Hard-working and fun – we bundle the two together here because you need to be a driven and committed individual wanting to excel at your job and also create a good atmosphere in the process. Whilst you are successfully doing that, we want to ensure that the role and environment is as productive and fun as it can be so that it keeps tlc as one of the best places to work. We like to reward and celebrate with the team for jobs well done – for us the two are always hand in hand.

Naturally inquisitive and problem solving aptitude – Management is all about knowing the facts and mediating a situation to get the best possible result. You will need to want to be hands on in discovering all the facts of a situation, be it a repair, leak, personality clash etc... and then follow through the task to the successful end.