



# Role Profile

2019

<b>Job Title:</b>	<b>Property Manager</b>
<b>Reports into:</b>	Housing Services Manager
<b>Department / Location:</b>	IMR - Private Rented Operations, Northwick Park
<b>Role Purpose:</b>	Working as part of the Housing Services team to provide a high quality, value and customer focused housing and tenancy management service.

## Key Responsibilities and Accountabilities

1. Ensure and engage with residents to understand and comply with the terms of their tenancy or lease, according to tenure type and in accordance with inspection i.e. (gas safety and maintenance)
2. In line with performance indicators and targets, carryout risk based visits for IMR units. Monitor and ensure voids are returned within agreed target times escalating delays to managers
3. To ensure vulnerable residents receive appropriate levels of supported and properties assets are protected from damage, in addition to and settling in visits for intermediate/private rented residents Ensure that vulnerable residents receive appropriate levels of support and the property asset is protected to assess high risk cases at tenancy sign up.
4. Where necessary and in consultation and approval of the Housing Services Manager take legal action to enforce the terms of the tenancy/lease including where necessary providing evidence to and attending court
5. Carry out routine estate and property inspections to monitor and, where necessary, improve the internal and external areas, routinely refer to fire risk assessments taking decisive action to address health and safety concerns to mitigate risk
6. Ensure that all estate service maintenance is reported promptly such as i.e. cleaning, grounds maintenance, replacement bulbs, abandoned vehicles. Ensuring that service reports issues are completed to a satisfactory conclusion. Where applicable, provide an estate management service that includes supervision and monitoring of contractors, and inspection of PSL prior to vacation to identify any work needed on the property before letting.
7. Carryout viewings and sign-ups of new residents, advising them of landlord and tenant responsibilities, providing advice and support on relevant benefits including assistance with the completion of relevant forms
8. Liaise with Business Support/Voids and Lettings Team to assist lettings and acquisitions to ensure that short stay lettings and empty properties are re-let quickly.
9. Support Acquisition and Marketing Managers in the local promotion of IMR or increasing intermediate/private rented occupancy
10. Support the Income Service in the collection of former or current rent arrears, recovery of any recharges (which are the result of damages caused by the outgoing tenant).
11. In liaison with the Service Charge team, ensure residents receive accurate and timely responses to their enquiries
12. Liaise with property owners, residents, contractors and/or property services to ensure that household and communal repairs are completed to a good standard and in a timely manner
13. Undertake occupancy checks and thoroughly investigate any potential fraud or unlawful occupation reporting breaches to the relevant authorities
14. Deal with any queries raised by internal and external partners to ensure early resolution of issues
15. Thoroughly investigate, administer, support victims and take decisive and appropriate action to prevent and stop unacceptable behaviour ensuring a multi agency approach and relevant preventative and legal action is taken whilst ensuring that incidents records record are kept updated all and actions using the CRM system
16. Promote resident engagement at all levels such as in attending estate inspections and participating in service improvement initiatives, ensuring that resident are provide with appropriate level of support depending on their needs
17. Participate in all stages of new developments, refurbishments or large scale acquisitions ensuring a smooth transition to operational management and high levels of customer care for all tenures

18. Investigate complaints and complex issues to a good standard providing practical solutions and high quality responses to residents and stakeholders
19. Proactively participate in staff engagement activities e.g. roadshows, staff conferences, café consultations/people engagement group sessions and managers' events.
20. Embrace, champion, role-model and uphold the culture, values and behaviours that drive the achievement of the organisation's ambitions and goal
21. Ensure all KPI are met accordingly on monthly basis including occupancy
22. Carry out evening meetings
23. Carry out evening, weekend or early viewings when required.

### **Standard Responsibilities**

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Organisational policies and procedures
- Equality and diversity

## **Person Specification**

### **Educational/Qualification**

- Educated to degree level or with a relevant professional qualification

### **Experience required**

- Experience of delivering housing management services or a similar field
- Provide timely and high quality written and verbal communication to residents, property owners and other stakeholders
- Delivery of customer services to a diverse range of customers and with a broad level of service which requires high levels of problem solving skills
- Managing challenging situations and resolving disputes and conflict

### **Knowledge required**

- An understanding of contracts (tenancies, leases, estate services and maintenance), how terms are applied, implemented, monitored and how breaches are dealt with appropriately
- Understanding of Internal and external stakeholder partnership working
- The roles of other agencies/departments and other stakeholders and how to resolve issues using an interagency/departmental approach
- Private, keyworker, leasing or social housing sector housing management or similar field with associated good practice and legal framework
- Basic to intermediate level for Microsoft office package

## **Additional Information**

- This position requires a full driving licence and unrestricted access to a vehicle insured for business use
- Flexibility in approach to work in terms of evening and weekends as required

## **Organisational Competencies**

**We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-**

**Hungry** - we want to do more and do it better

- I am self-motivated, work hard and want to succeed
- I make things happen
- I think creatively to find solutions and get results for customers and colleagues
- I want to help Network achieve its goals

**Accountable** - we take responsibility and get things done

- I have a disciplined approach to work; I do what I say I will do
- I try hard to get things right first time
- I have a 'can do' attitude
- I think carefully about my work and how we could improve for the future
- I don't believe it's 'someone else's problem'

**Respectful** - towards our customers and our colleagues

- I arrive on time and fully engage in meetings
- I answer ringing phones and respond quickly to customer and colleague messages
- I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result
- I make myself available and aim to be easy to work with

**Together** - one team, working towards common objectives

- I understand Network is one organisation and I actively promote a 'one team' culture
- I work well with people across Network to ensure customers only need to make a 'single ask'
- I welcome contact and input from colleagues in all parts of the business
- I welcome opportunities outside my team role to contribute to improving the business