

ROLE TITLE	Property Manager
DEPARTMENT	Property Management
OPERATING ASSOCIATION/ DIRECTORATE	Customer Services
RESPONSIBLE TO	Senior Property Manager
RESPONSIBLE FOR	None

ROLE PURPOSE

Act as the 'Face of Orbit', coordinating all of the resources to effectively manage a portfolio of residential developments and deliver outstanding service to our customers.

As the lead person for their portfolio, they will take ownership for all aspects of service delivery and control to provide an efficient and cost effective management service, ensuring delivery within required standards and target timescales.

ACCOUNTABILITIES / RESPONSIBILITIES

- Responsible for the day to day management of a defined portfolio of properties, carrying out regular site visits and property inspections, including individual customer properties, and dealing with matters arising in line with service standards.
- Accountable for the achievement of key performance indicators across their portfolio, working with the Senior Property Manager to ensure targets are met.
- Actively engaging with customers in relation to property matters, associated services, and procurement activities ensuring that customer views are considered and responsible for ensuring that appropriate consultation takes place in respect of accounts and expenditure, including Section 20 works and contracts.
- Take enforcement action on leaseholders and freeholders for breach of covenants and represent Orbit in court or tribunal cases as necessary.
- Accountable for compliance with relevant health and safety legislation across their portfolio, remedying deficiencies as appropriate. Responsible for ensuring that accurate records are maintained at all times.
- Producing specifications for works and services as appropriate, ensuring best value at all times and managing works as required.
- Liaise with the Customer Service Centre, Property Services, Tenancy Services and other relevant departments to ensure a seamless and effective and service is provided to customers.
- Advising Property Services of repair or service delivery failures/or success and maintaining close relationships to ensure customer service delivery.
- Working with the Service Charge Team, maintain financial control and monitoring of their portfolio, including production of service charge budgets, monitoring of expenditure and production of accounts for each estate in conjunction with the relevant teams.

- Responsible for ensuring that asset data is maintained, through regular stock condition surveys.
- Post holders are required to participate in Orbit's out of hours service on a roster basis, in line with our current policy.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential	<ul style="list-style-type: none"> • Excellent knowledge of building maintenance and repair management • Good knowledge of repairs and maintenance processes • Good knowledge of Health and Safety management • Relevant residential property management experience or similar • Knowledge of relevant legislation e.g. Landlord & Tenant Act, RICS Code etc.) • Strong experience of budget management, financial control and delivering cost efficiency • Practical attitude with ability to make decisions • Commercial acumen and negotiation experience • Excellent communication skills-written and verbal presentation of information • Flexible approach to travel and working hours to accommodate customer meetings and out of hours rota • Experience of working in a fast-paced, customer-focussed environment
Desirable	<ul style="list-style-type: none"> • Associate IRPM (Part1) or relevant qualification

COMPETENCIES

		<i>Level</i>
Customer First	<ul style="list-style-type: none"> • Establish customer requirements and aim to meet these consistently in line with service standards and, where appropriate, best practice. • Ensure a satisfactory resolution to customer problems. • Recognise the important role the team plays in meeting customer requirements. • Go beyond our day-to-day work to assist customers and go the extra mile. 	3
Honesty	<p>Be Self Aware</p> <ul style="list-style-type: none"> • Take action to manage the impact of our behaviours and emotions on others. <p>Communicate Well</p> <ul style="list-style-type: none"> • Be flexible, confident, persuasive and dynamic in communicating with others. <p>Develop Ourselves</p> <ul style="list-style-type: none"> • Consistently take on development activities outside our own comfort zone <p>Deal with Feedback</p> <ul style="list-style-type: none"> • Criticise constructively without aggression. 	3

	<ul style="list-style-type: none"> Actively support staff to achieve. 	
Respect	<p>Value Diversity</p> <ul style="list-style-type: none"> Work to ensure the diversity of all are respected and valued. Address the needs of individuals when making decisions. Address inappropriate behaviour that is contrary to the Group values. <p>Communicate Well</p> <ul style="list-style-type: none"> Take a firm yet empathetic approach. Clarify and summarise to check understanding. 	3
Excellence	<p>Achieve Results</p> <ul style="list-style-type: none"> Continually assess performance to ensure progress. Act as a role model and be an example to others. <p>Embrace Change</p> <ul style="list-style-type: none"> Contribute positively to the change process. Welcome change and show enthusiasm for new opportunities and challenges. 	3
Innovation	<p>Use our Initiative</p> <ul style="list-style-type: none"> Be proactive in generating ideas. Balance new ideas against what is realistic to achieve. Be curious about the Group's business environment. <p>Problem Solve</p> <ul style="list-style-type: none"> Speak to others to find out how they have tackled issues, adopting their ideas and approaches where appropriate. Avoid problems getting bigger by 'nipping them in the bud'. Focus on solutions rather than the problem. Be able to find a logical, effective and practical solution. 	3
Partnership	<p>Work in Teams and Collaborate</p> <ul style="list-style-type: none"> Work across departmental boundaries. Actively promote the knowledge and services of the team and/or partnership. Co-operate with others, providing knowledge, information and support when required. Contribute to team and partnership initiatives, projects and meetings. Share timely information across teams. 	3

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	

