



Job Title: Property Manager

Working Hours: 9.00 – 5.30 Monday – Friday with one hour for lunch

Location: Finchley Central (N3)

Reporting to: Estates Manager

Job purpose: Based in a friendly office in Finchley working for a freehold ground rent company part of a larger group, which has around 300,000 units under management. There are also several firms of managing agents within the group, who deal with the day-to-day management of the portfolio.

To Work within a team of three but liaising daily with other teams within the company. The post holder will be required to work flexibly and conscientiously, in a rapidly developing office environment.

Key Responsibilities:

- Day to day liaison with group managers
- Complaints resolution, by telephone, e mail and or letter
- Monthly reporting to Parent Company
- Dealing with lessee queries
- Dealing with correspondence
- Liaison with local authority, solicitors, and our acquisitions team based in another office as well as other outside agencies as and when necessary
- Assisting other teams with any queries on Property management matters i.e. consents team

Skills & Knowledge required:

- Two years experience of residential block management.
- An understanding of relevant Landlord and Tenant Act legislation.
- Computer Literate intermediate use of Microsoft Word and Excel.
- Attention to detail
- Good people skills.
- Good telephone manner.

Skills & Knowledge Desired:

- An understanding of the ECS, Qube database
- Associate membership of IRPM

Contract & Remuneration:

This is a permanent full time position (see working hours above) with a six-month probationary period.

Starting salary: £ 30 – 35,000 per annum

Holidays 20 days per year, plus bank holidays, this increases over time

Person specification:

Knowledge of the relevant legislation governing and relating to property management: e.g. Landlord and Tenant Acts, Housing Act, Health & Safety and other statutory legislation.

Telephone customer service: able to show the ability to communicate effectively over the phone, providing accurate information in a helpful manner, and maintaining a professional attitude at all times.

Data input: able to show reasonable accuracy and speed when entering data into a database, copying both from written and oral sources.

Working with IT: Comfortable in the Windows XP environment, and able to show experience or knowledge of MS Word, MS Excel at least to an intermediate level. Able to learn new systems, like an in-house database, and use them effectively in accordance with company procedures.

Letter writing: able to write professional letters, both using templates and as ad-hoc letters. A high level of accuracy is required regarding the information provided in the letters, as well as an equally high level of grammatical correction.

Working according to procedures: able to perform their role while adhering to specific company procedures at all times, requesting further training and assistance when necessary.

Problem solving: able to investigate a query and suggest possible outcomes.

Ability to use initiative: After an initial training period, individuals will be expected to effectively recognise when they need to make a decision, and when assistance should be requested from a more experienced member of the team or management.

Organisational skills: able to prioritise workload and multitask in a high volume environment.

Working in a team: able to work in large and small teams productively and competently with a variety of colleagues, and willing to learn new responsibilities as required within the team environment.

To apply:

Closing date: we will only consider applications that reach us by 17 July 2009.

You can get an application form:

- By downloading an application form from www.e-m.uk.com/vacancies; or
- By post: request an application pack from Angeles Castelo, at Estates & Management, Molteno House, 302 Regents Park Road, London N3 2JX; or
- By fax, request an application form from Angeles Castelo at 0208 371 2944

Once you have completed your application form, you can send it to us together with your CV:

- By e-mail, by scanning the completed form into .pdf, .tif, or .bmp format and sending it to: hr@e-m.uk.com, quoting the reference PropMgr in the subject line
- By fax, for the attention of Angeles Castelo at 0208 371 2944, quoting the reference PropMgr
- By post, for the attention of Angeles Castelo, at Estates & Management Ltd., Moltano House, 302 Regents Park Road, London N3 2JX.

Please note that applications will only be accepted on the application forms provided by the Company.