

Property Management Executive

Folio London – Commercial Services

Overview	
Role Purpose	Responsible for delivering an excellent service to our customers across an area patch and investment portfolio. You will have the required authority, skill and support to creatively address the needs of your customers.
Responsible for	<ul style="list-style-type: none"> • Being a dedicated one point of contact for your customers • Delivering operational performance against targets and KPI's • Delivering an excellent service on budget • Ordering and managing repairs and maintenance • Carrying out property and estate inspections • Managing tenancy issues • Compliance – legislative, industry and H&S
Reports to	Operations Manager
Line management	<ul style="list-style-type: none"> • None
Date	November 18

Role relationships	
Internal	Group Director of Commercial Services Commercial Services Directorate Folio London team Development, Finance
External	Customers Contractors and suppliers Auditors

Role accountabilities	
<ul style="list-style-type: none"> • Create excellent customer relationships with all residents (existing and perspective) by sending regular updates and communication in a professional manner even when delivering difficult messages. • Welcome all new residents to Folio London and introduce them to the services Folio London provides. • Keep meticulous records of all customer contact on our systems to ensure a full audit trail exists. • Issue useful tenancy and property information to new tenants (e.g. location of all meters, stop cocks, utility information and local amenities). • Arrange appointments, and attend where necessary, with tenants for maintenance 	

Role accountabilities

work and obtain regular customer feedback.

- Formulating action plans for all ongoing tenant issues until a resolution is achieved.
- Keeping scheme information details for your patch up to date with key information and ongoing issues for utilisation by the team to ensure continuity of service during periods of leave.
- Seek appropriate support and advice from surveyors and specialist contractors where necessary to diagnose and resolve complex repair issues. Liaise with our Property Asset Management Team regarding pre planned maintenance works to ensure Folio London's stock is well maintained, ensuing we fulfil our client role to ensure value for money.
- Effectively manage ASB issues as and when they arise in line with the policy.
- Carry out, with precision, regular and scheduled internal and external inspections and complete and file inspection reports for future reference.
- Arrange lock changes and ensure a management set of keys is retained and registered in the key management system.
- Ensure communal areas and neighbourhoods are clean, safe and well maintained by working with the contractors, caretakers or cleaners as required.
- Manage contractors, cleaners, caretakers and landscape contractors in line with contracts and SLA's.
- Ensure properties are in excellent condition to let and ensure void works are carried out in line with tenants requirements.
- Deal with tenancy surrenders and vacating tenants to include ensuring pre-void inspections are carried out, outstanding monies are collected and the properties are left in good condition.
- Attend user tours, particularly at new schemes, to familiarize yourself with any new development to be under your management.
- Ensure all M&E equipment has been placed under a maintenance contract with asset management.
- Liaise with the letting and marketing teams to keep up to date with developments within your patch and assist with setting rent levels.
- Attend handover (receiving keys) ensuring check list of items demonstrated is signed off and cosmetic issues are identified and documented.
- Manage the defects process, reporting and recording all defects cases to ensure a satisfactory outcome of us and our residents.
- Create robust specifications for void works, establishing costs and timescales for works in a swift and cost effective manner.

Health and Safety

- Maintain 100% compliance for gas, electric, asbestos, FRAs, personal safety device usage and legionella testing where applicable.
- Ensure all voids are H&S compliant (i.e. ensure valid gas certificate, electrical safety cert, EPCs, smoke alarms)

Budget Management

- Effectively manage and be accountable for the expenditure for all properties within your portfolio including the repairs budget for your schemes, reinvestment budget and flagging potential high spends/overspends to management.
- Work with the management team to formulate a long term budget and plan for the

Role accountabilities

buildings and properties you manage.

- Recharge tenants for repairs as and when necessary.
- Receipting all completed works to ensure contractors are paid swiftly on receipt of invoice.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do • Monitor and analyse customer data and take appropriate action to ensure compliance with standards • Scan best practice to develop strategies to improve customer satisfaction • Maintain sector and specialist knowledge and awareness of best practice to drive excellence
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Highlight when strategic goals and objectives are at risk and provide options to reduce the risk • Identify creative solutions to complex problems and present carefully considered and appraised options • Tackle difficult situations with skill and generate appropriate solutions to complex problems for yourself, and others • Anticipate risks and forecast future performance and take remedial action as required
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. • Actively seeks feedback from customers to improve services • Resolve escalated complaints and implement lessons learned • Develop a culture of continuous improvement in customer service to achieve excellence
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Appropriately consider the needs and concerns of others • Deliver difficult messages clearly and effectively, with respect and sensitivity.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise	<ul style="list-style-type: none"> • Good understanding and experience of working in the private

(know how & experience)	<p>rented sector (particularly property or asset management)</p> <ul style="list-style-type: none"> • Recent experience of working in a team in a sales and customer service environment • Good understanding of the relevant legislation, statutory and regulatory requirements related to the private rented sector • A good understanding of the private rented tenure and the processes related to letting and managing privately rented property • Experience of analysing processes and services in order to improve customer satisfaction and increase revenue • Experience of using business intelligence systems or databases to provide accurate management reporting
Skills	<ul style="list-style-type: none"> • Highly organised • Effective IT skills including intermediate to advanced MS Office skills • Excellent verbal and writing skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> • ARLA/NAEA/IRPM or similar (desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • Information and data administrator