






Job Description

Building Manager








OBJECTIVES

Your main objective is to greet residents, guests and any other person entering the development in a friendly manner with a 'happy to help' attitude. You have an important role in ensuring the smooth management of the building in terms of assisting residents with any enquiries, overseeing contractors who enter and work in the building and ensure there is a safe environment for all.





General

-  To report all incidents, accidents and maintenance visits at the property to the Property Manager or, in their absence, the Managing Agents Head Office.
-  To inspect all common parts, interior and exterior, regularly each day, noting any defects, security problems, failed lamps, etc., and repairing and replacing within the capability of the Building Manager role and thereafter reporting to Head Office if the requirement for a external Contractor is needed.
-  Receive parcels / goods on behalf of residents, signing them in, advising the resident and keeping the items secure until the resident collects. Have this log ready for periodic inspections.
-  Where a resident has left items within the common areas, ensure that they are removed in order to avoid any breach of health and safety and fire precautions; liaising with the resident accordingly.
-  Ensure you maintain total confidentiality in dealing with residents and their guests at all times.

Security

-  Ensure that the security of the building is maintained at all times.
-  Ensure that the perimeters of the building grounds and car park area are regularly inspected during the day and report to the Property Manager and Managing Agents Head Office anything untoward. In the case of an emergency, the emergency services are to be called immediately.
-  Ensure that all keys are held in a secure cabinet at all times and that any keys held on behalf of residents are not immediately identifiable. Keys must only be released to people upon written instructions from the Letting Agent and/or Landlord. You should keep a signed log of all keys booked in and out, have this log ready for periodic inspections.
-  Keep a watch on empty rooms, ensuring in particular that post is correctly posted and parcels are redirected where instructed or kept stored safely.
-  Any unusual occurrences must be investigated and logged.
-  The local police station should be contacted immediately in the event of any suspicious behaviour.
-  Should you find intruders on the property, under no circumstances should you try and apprehend them. Please try to make sure that the intruders are aware that they have been seen and make efforts to remember as much detail about them as possible so that you may be able to provide a description of the intruder. You should immediately telephone the police and file a report.

Health and Safety

-  Health and Safety is of paramount importance – **do not take risks**. You must never put yourself, a colleague, contractor, resident or visitor to the site, in a dangerous position. All areas of risk must be labelled, or sealed off with suitable warnings put up. Report incidents immediately and arrange for contractors to attend to resolve the problem.
-  Using your best endeavours, ensure the safety of everyone using the common areas.
-  All contractors instructed by the Managing Agent should be signed in and out of site, particularly if they are lone working. This applies to contractors working within the individual flats.
-  If contractors are on site and you are unhappy with the manner in which they are working in the common parts which presents a hazard, you must inform the Property Manager immediately, or, in their absence, the Managing Agents head office.

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Fire Fighting

The threat of fire in large multi-storey buildings is a very real one. The chance of this happening and damage resulting is reduced by:

- Being aware of all fire procedures and undertaken weekly fire alarm and emergency lighting tests
- Checking regularly all the common parts of the building.
- Checking that all fire fighting and alarm equipment is in its rightful place.
- Checking that all fire doors are not fastened or wedged in any way.
- Checking that fire escapes are free of all obstructions.
- Making sure that you know where to direct the emergency services in the event of their need to attend to the building.
- Checking that rubbish does not accumulate, thereby causing a fire hazard.
- Familiarise yourself with procedures for calling out emergency services (fire, police, ambulance, gas board and LEB) and take appropriate action when required.

Maintenance - Supervision of the cleaning, maintenance and other contractors.

- Keep a record of all contractors attending, including times of arrival and departure, including those working within individual rooms, have this record ready for periodic inspections.
- All maintenance problems which are reported by residents should be noted on the repairs tracker and also reported to the Property Manager or, in their absence, the Managing Agents head office.
- For emergency problems, the Building Manager should, in the first instance, render "first aid" assistance as appropriate by turning off the water and / or turning off the electricity supply. 24-hour maintenance services should be notified if the problem cannot wait until the next working day.
- Liaise with the residents in relation to their maintenance requests, following the maintenance procedure.
- Supervise the 'check out' and 'check in' procedure ensuring that any required maintenance and cleaning is undertaken professionally and in line with the time frames required to ensure the room is let to 100% of it's potential. This procedure is to be fully documented to ensure the works are covered by the relevant party.
- As necessary, support the cleaning staff keeping the communal areas tidy, including the external areas and car park.

Daily Duties

- This list is not exhaustive or limited to;
- Ensure that the refuse area is kept tidy and that lids are on the paladins. Notify the appropriate collection company of any problems. Collect litter from around the estate and ensure that it is not allowed to accumulate in the common areas.
- Carry out daily litter patrols and remove litter as necessary to all areas.
- Daily checks of the boiler room and all the pump equipment and complete the appropriate check lists.
- Remove leaves, litter and general mess from roadways, lawns, pathways and street pavement areas.
- Keep a supply of salt to treat roadways and paths in winter if instructed.
- To monitor the CCTV system as required and report any unauthorised activity.
- Inspect and sign any Contractors work on site only when satisfied the work has been successfully completed and keep a record signed by both parties on site.
- To be familiar with the PPM schedule and ensure that the visits as listed are undertaken during the month noted and any remedial works undertaken in the period required.
- To be familiar with the Health and Safety and Fire Risk Assessment reports together with the asbestos reports. To ensure that all requirements are met.
- The above lists your main duties, but you may, from time to time, be required to undertake other duties as instructed by the Property Manager, Client and / or Managing Agents.