

JOB DESCRIPTION					
					
Prepared by	Donna Edwards	Job title	Talent Acquisition Manager	Date	01/10/2024
Role Title	Property Manager - Tier 2	Reports to	Regional Manager	Location/ Agile	Hybrid / Hoddesdon
Business Area	RMG Property Management South	Department	RMG Property Management South West	Org chart included	Yes
Role purpose	To proactively manage, retain and grow a portfolio of properties through the provision of excellent customer service, relationship building and knowledge of industry norms and legislation with regards to effective property management to ensure RMG's compliance and the Health & Safety of customers residing at these properties.				

Key accountabilities and decision ownership [max 8]:	
1	Monitor the services in line with the service level agreement with contractors and the terms of the lease, changing providers were required. Construct the appropriate budget, in line with broad principles to provide the key services for the customers
2	Monitor the collection of service charge to ensure the appropriate work can be funded and that credit control services are utilised when required. Manage any conflict where debtors are present due to PM performance.
3	Respond to all referrals from the customer service teams for action within 48 hours of receipt. Maintain key relationships required to manage the sites both internally and externally. For example, Finance support to produce accounts to the site, sales teams to manage customer expectations and reduce referrals to the customer support team.
4	Manage and carry out the meetings with the RMC Directors, Residents association, developers etc in line with the service level agreement and statutory requirements. This should be an opportunity to promote the services of RMG, outline work to date and agree requirements for the site in the next period in addition to outlining the financial details.
5	Ensure fully aware of Compliance, Health & Safety and M & E requirements of Residential Management and the sites they manage are fully compliant. For example, ensure that full insurance details are maintained on the appropriate systems.
6	Thorough knowledge of the risks associated with the work of the area under management and responsible for the exercise of effective control through the monitoring of Key Risk Indicators. Able to identify new risks emerging and responsible for staff awareness of risks and the mechanism for reporting new risks and/or incidents which could bring detriment to the business, members of staff or to customers.
7	Fully aware of all associated documents, and legal framework to carry out meetings, and perform core duties in residential property management
8	Support the Sales team by attending meeting with prospective new clients to promote our services and liaise closely at the hand over of new business

Skills, knowledge, experience and background checking			
Essential:			
1	All Criteria for PM Tier 3 AND more than 5 years' experience in Property Management		
2	ATPI qualified		
3	Reports direct to external clients without supervision		
4	Manages customers' experience to a high level		
5	Act autonomously on all day to day Property Management matters		
Preferred:(max 3)			
1	Produces budgets for over 150 units without supervision		
2	Achieved MTPI		
3			
Technical / professional qualifications			
1			
2			
3			
Criminal Record Check Requirement			
BASIC DBS CHECK		STANDARD DBS CHECK	ENHANCED DBS CHECK WITH BARRING
NO DBS CHECK REQUIRED			

JOB DESCRIPTION

Role Title	Property Manager - Tier 2	Reports to	Regional Manager
Business Area	RMG	Department	RMG Property Management South, South West

Key outputs (max 3) (success measures)

1	Business Retention – Ensuring effective management of the current portfolio in order to retain and achieve positive customer feedback
2	Health and Safety Compliance – It is integral that we are dealing with all compliance matters within 5 working days to ensure effective and efficient safety management across all developments.
3	Site Visit Management – Ensuring all site visits are being completed in line with the SLAs set for each client. This will include reporting uploaded following every visit and all actions immediately dealt with following the visit.

Budget responsibility

1	Monitoring cash flow and ensuring reactive maintenance is only being instructed where funding allows.
2	Ensure that budgets are set taking into consideration historic trends, future cyclical works and contracted costs.

Stakeholders

1	Finance Support – They will provide ongoing financial support, report running, budget assistance to ensure smooth management of the portfolio
2	Customer Service Centre (CSC) – First point of contact for all customers, they will assist with first time resolution of emails, calls and chats.

People responsibility

1	Direct Reports	N/A
2	Full team responsibility	N/A

Organisation Chart - Please insert Organisation Chart below:



This Job Description outlines key accountabilities – all employees are expected to be flexible regarding their accountabilities and may from time to time be asked to carry out other duties to ensure achievement of company targets. All colleagues working on behalf of Residential Management Group have a duty to promote the welfare and safety of children, young people, and adults in the work they do, the activities they supervise and the interactions they have with colleagues. They have a duty to immediately report any witnessed or suspected abuse in line with this policy and procedure. All colleagues should: follow Residential Management Group's safeguarding policy and procedures; remain vigilant, recognise, and report any sign/risk of or incidence of abuse or neglect; and report concerns of harm or poor practice that may lead to abuse or neglect.

H&S Responsibilities – Please refer to the RMG Health & Safety policy for your H&S responsibilities and for those people that you might manage.