



HOPETOUN

A LASTING IMPRESSION

JOB DESCRIPTION

JOB TITLE: Property Manager	JOB HOLDER:
LOCATION: Estate Office	DATE:
JOB PURPOSE The principle objectives of the property department are: <ul style="list-style-type: none">• Maintain and develop planned maintenance and improvement programmes• Effectively and efficiently manage the let property portfolio to optimise revenue and maintain and improve tenant satisfaction• Deliver building works within the department and wider estate in accordance with all regulations• Identify, initiate and manage appropriate grant-led/funded building projects within the department and wider estate	
BACKGROUND AND DIMENSIONS The following are some key dimensions relating to the post : Total number of staff currently directly responsible - Clerk of Works Revenue Budget : Rentals Maintenance Budget Individual projects budget	
PRINCIPAL ACCOUNTABILITIES Strategy <ul style="list-style-type: none">• Contribute to development and delivery of estate strategy• Develop department in line with strategy• Build strong relationships with our communities and stakeholders• deliver appropriate department key performance objectives. Maintenance of built property <ul style="list-style-type: none">• Within agreed budget, effective maintenance and enhancement of the built property on the estates, including heritage properties to ensure that overall condition of properties improves• Record of the condition of all properties and maintenance of property records• Maintain, deliver and improve planned maintenance programme with tight financial control• Ensure timely and cost effective delivery of cyclical maintenance events• Effective management of Landmark property system and maintenance record-keeping.	

Develop let property portfolio

- Effective management and development of property lettings of all types of property, including:
 - Compliance with terms of leases
 - Lettings strategy and procedures
 - Compliance with legislation and regulation
 - Tenant satisfaction
 - Minimise void periods and optimise rental growth whilst fulfilling estate strategy
 - Timely consideration and implementation of key lease events
 - Debt management procedure
- Minor capital disposals within agreed property strategy and negotiation of minor capital matters
- Assistance with management of off-estate property portfolio

Resource management

- Management and upkeep of property management system (Landmark)
- Effective financial control including budgeting, forecasting, reviewing and reporting
- Responsibility for Health and Safety in the department
- Responsibility for feu records and plans
- Maintain and improve record keeping, key event diarising and electronic filing
- Responsible for keeping up to date and compliance with legislation and regulation
- Work closely with Maintenance Manager and other staff members to ensure satisfactory delivery of objectives

ASSIGNMENT AND REVIEW OF WORK

This post reports directly to the Chief Executive.

Review of performance in the post is undertaken through the agreement of performance objectives and individual performance appraisal by the Chief Executive, reviewed by the Chairman. Formal appraisal is undertaken on an annual cycle, but the Chief Executive will undertake more frequent ongoing, informal reviews of current developments and progress on major issues on an ongoing basis, giving authority where necessary for the postholder to proceed with matters out with the scope of his/her delegated authority.

QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**Qualifications***Desirable*

Professional membership of relevant property/construction related body

Degree level qualification

Experience*Essential*

Sound experience of property portfolio management, including lettings and maintenance

Evidence of preparing, managing and monitoring budgets

Experience of working with members of staff at all levels and external stakeholders

Desirable

Experience of planned maintenance programmes

Experience of managing and motivating staff

Experience of working on rural estate or in rural environment

Experience of capital building project delivery

Skills & Knowledge*Essential*

Relevant legislation including H&S, Building Regulations, Asbestos Regulations, CDM etc

Knowledge of residential and commercial lettings and legislation
Good level of IT literacy with good working knowledge of Microsoft applications
Experience of use of property management system for both letting management and building maintenance

Personal Qualities

Essential

A skilled negotiator able to deploy tact and diplomacy to achieve objectives
Keen eye for detail and high expectations of the appearance and upkeep of buildings
A focus on performance, including delivering KPIs
Ability to work in partnership with others
Understanding of wider strategic context
Ability to communicate effectively verbally and in writing, and to work with and achieve the cooperation of others to improve standards where necessary.
Excellent organisational skills and commitment to meet deadlines. Ability to implement complex procedures with great attention to detail
A proven ability to deliver outcomes efficiently and proactively under own initiative under tight financial and time constraints

Other/Special Working Conditions

Essential

Some out of hours and weekend work may be required.
Full driving licence