

Leasehold Manager

Role profile

Department	Homes & Communities		
Job number	11004	Reports to	Area Manager
Date effective		Salary band	

Purpose

This is an opportunity to join a dynamic team to be responsible for the delivery of an excellent property management service for a portfolio of commercial and residential mixed tenure estates and blocks acting as the main point of contact for customers.

Key responsibilities/ deliverables

- Be empowered to write and deliver management strategies, ensuring high levels of customer satisfaction at all times (e.g., conduct regular estate inspections, manage customer disputes and anti-social behaviour, enforce lease conditions, be the main point of contact for Customers).
- Be responsible for resolving customer queries promptly, including liaison with the A2Dominion operational teams, customers, local authorities and external managing agents as required.
- Be responsible for delivering a strong financial performance by working collaboratively with the service charge team to ensure production of accurate and transparent service charge estimates, in-year block management accounts and year-end accounts.
- Be responsible for ensuring buildings and building systems are maintained in accordance with Statutory obligations and fire safety requirements.
- Be responsible for the development and implementation of building specific resident engagement strategies in compliance with regulations.
- Be accountable for maintaining full, clear, and accurate records for all customer contact.
- Be empowered to work closely with and challenge colleagues and contractors to ensure that services are provided to a high standard to all estates and buildings in the designated portfolio.
- To actively build relationships with stakeholders (internal and external) and represent the Group at meetings, hearings, and other forums as appropriate.

- To keep up to date with building safety, service charge and leasehold legislation and take an active role in supporting the Area Manager and Head of Service with policies, procedures, and work practices updates to continually improve service delivery.

Line management

Direct reports x None

Indirect reports x None

Key internal contacts

Peers within Homes & Communities and other parts of the Group, particularly Neighborhoods, Customer Contact Centre, Property Services (including M&E), Estate Services.

Key external contacts

Our customers, estates services providers/contractors, third party management agents/block managers, local authority departments, maintenance and repairs contractors (including long term partners) solicitors, courts, and tribunals (including FTT), utility suppliers and other relevant suppliers and contractors, peers from other housing providers

Operating environment/ dimensions

- Represent the department and Group positively on all occasions.
- Maintain excellent customer service, ensuring that you meet the Group's customer care standards.
- Establish, develop and maintain effective working relationships with all work colleagues
- Ensure compliance with the Group's health and safety policy.

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	A	
Has or willing to study towards IRPM to achieve membership status		A
Knowledge and skills		

Previous experience of delivering front line (customer facing) Property Management		A/I
Knowledge of current housing law and best practice		T/I
Good level of IT Knowledge including Word and Excel, and an ability to compile and write reports	A	
Ability to analyse and draw logical conclusions from complex data.	A/I	
Excellent verbal and written communication and interpersonal skills	T/I	
Full UK Driving License	A	
Competency	Essential	
Influential	X	
Future focused		
Engaging	X	
Resilient	X	
Performance focused		

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen