

Job description

Job title	Property Manager		
Job number		Grade	6
Directorate	Customer and Communities	Department	Student
Reports to	Area Manager	Date effective	June 2025

Purpose

To be responsible for delivering an effective and customer care based generic housing management service within a specified area.

Key responsibilities/ deliverables

1. To manage the allocation, letting and void management process for all properties in line with the Group's policies and procedures.
2. To carry out and monitor regular property and estate inspections and ensure accurate records are maintained and actions are taken to deal with issues.
3. To manage tenancies in accordance with policies, procedures and targets.
4. To ensure that tenancy management objectives and key performance indicators are achieved.
5. To be the point of contact to resolve and investigate complaints by residents and provide advice and guidance.
6. To ensure that IT systems are regularly updated and effective manual records are maintained.
7. To build relationships and work with both internal and external stakeholders of A2Dominion.
8. To attend and represent A2Dominion at Court, Evictions, External Meetings, as requested.
9. To support the Area Manager with ensuring Offices are open in line with contractual obligations and to assist with the provision of, or organisation of, an out-of-hours housing management service.

Line management

None

Key internal contacts

All Operations departments particularly Property Services teams plus Finance and Development.

Key external contacts

University partners, Contractors & consultants, Primary Fire Authority, Local Authorities and housing organisations. Local resident associations and other representative bodies.

Operating environment/dimensions

Customer base: Student accommodation

Job persona: Site based

Budget: £250

DBS level: Enhanced

Qualifications and training	Essential	Desirable
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	Y	
Experience of working in a customer-centred environment, and dealing with the public	Y	
High level of computer literacy. Ability to use MS Word , MS Excel, PowerPoint , MS Outlook, MS Teams and Housing Systems for tenancy management	Y	
Experience of monitoring contracts		Y
Knowledge of housing law in relation to Assured Shorthold Tenancies		Y
Knowledge and skills		
Acting with Integrity - Gaining other people's trust by demonstrating openness and honesty, behaving consistently, and acting in accordance with moral, ethical, professional, and organisational guidelines.		
Building Customer Relationships - Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and responding to individual needs.		
Communication – Clearly and succinctly conveying information and ideas to individuals and groups;		

communicating in a focused and enthusing way that captures and holds others' attention.		
Decision Making - Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.		
Planning and Organising - Establishing courses of action of self and others to ensure that work is completed efficiently.		
Behaviours for success		
Influential flexes communication style for different audiences; demonstrates a personal confidence that engages people to listen; seeks to understand others' needs and works hard to achieve win-win outcomes; adopts versatile strategies in overcoming obstacles to getting things done; supports ideas and requests with a sound business case		
Future focused inspires optimism by painting pictures of what can be achieved; anticipates future needs by horizon-scanning; research's broader perspectives and encourages innovation to improve the future for our customers and our people; has a 'what's possible' mind-set; develops capability for the future		
Engaging has good self-awareness on how their behaviour impacts others and modifies accordingly; has a strong leadership 'brand' that people trust and want to work with; translates organisational strategy in a way that motivates people to act; fosters a positive team environment across the organisation through collaborative working; demonstrates personal integrity at all times; is able to flex their leadership approach to individual styles and situations; shows authentic behaviours that are not compromised by personal ego		
Resilient advocates and supports change and adapts accordingly; remains calm under pressure; works on their own initiative; pursues goals despite setbacks; shows courage and tenacity in difficult situations; works hard to find solutions to problems; receives feedback positively and appreciatively; does not blame others for disappointments or setbacks but focuses on resolving them in the most effective way		
Performance focused empowers self and others to make decisions and deliver results; ensures the co-creation and delivery of performance standards and goals with individuals and teams which are linked to the organisational strategy; monitors and reviews performance regularly; provides feedback and coaching to help people develop and achieve more than they thought possible; provides support and guidance; encourages joint responsibility for continuous development; addresses poor		

performance effectively and recognises good performance in an appropriate and timely manner

This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.