Property Manager

Role profile

Department	Customer & Communities Department – Keyworker services		
Job number		**Reports to**	Area Manager
Date effective		**Salary band**	6

Purpose
To be responsible for delivering excellent property management service within our Customer & Communities department (Keyworker Sector) including multi-occupancy & self -contained dwellings and carry out landlord obligations within regulatory requirements. To deliver high quality housing management support to A2Dominion residents. To act as the single point of contact for residents where required.

Key responsibilities/ deliverables

- To participate in the allocation of rented accommodation to applicants including issuing tenancy paperwork, collection of payments, management of void units to establish an efficient and effective turnaround of properties minimizing rental loss.
- Be the point of contact for our customers to resolve and investigate complaints and issues raised by residents and provide advice and guidance.
- To carry out and monitor regular estate and property inspections, ensure accurate records are maintained and actions are taken to deal with issues.
- Monitor contractor performance at the schemes and feedback to stakeholders regarding any performance deficiencies experienced from contractors.
- Be empowered to deliver residential property management duties ensuring high levels of customer satisfaction at all times (e.g. manage customer disputes and anti-social behavior).
- Be responsible for resolving customer queries promptly, including liaison with the A2Dominion Operational Teams, customers, partnering Trusts as required.
- Encourage, support and, where appropriate, proactively encourage and (if required) enforce occupants of buildings towards good housekeeping and fire safety practices

- Maintain all relevant documentation to the required standards at both the organisation and premises level.
- Be responsible for delivering a strong financial performance by maximizing Group rental income by monitoring rent accounts and carrying out robust arrears management processes.
- Be accountable for maintaining full, clear, and accurate records for all customer contact.
- Ensure that the tenancy management objectives and key performance indicators are achieved.
- Be empowered to work closely with colleagues and contractors to ensure that appropriate services are provided to a high standard to all properties in the designated portfolio.
- To actively build relationships and work with Stakeholders (internal and external) to support residents. Represent the Group at meetings, hearings and forums, at Court and evictions as appropriate.
- To assist the Area Manager with policies, procedures and work practices updates to continually improve service delivery.

Line management

Direct reports: None
Indirect reports: None

Key internal contacts

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

Key external contacts

Our customers.
Partnering NHS Trust/Agencies/Universities.
Estates services providers/contractors, local authority departments, maintenance and repairs contractors (including long term partners) solicitors, courts, 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.
- Delivery of an effective customer care based housing management service within Customer & Communities department (Keyworker).
- A2Dominion currently has approximately 37,000 properties.
- Office based working in our on-site Oxford office within a team.

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Math's and English (Grades A*- C)	**A**	
Has or willing to study towards professional membership/qualification CIH/IRPM/CMI or equivalent)		**A**
Knowledge and skills		
Previous experience of delivering front line customer service in a front facing role in Property Management	**A/I**	
Knowledge of current housing law, housing management issues and best practice		**A/I**
Proven experience of problem solving for residents and understanding their needs	**A**	
Good level of IT Knowledge including Outlook, Word and Excel, and an ability to compile and write reports	**A**	
Knowledge of building safety issues	**A**	
Excellent verbal and written communication and interpersonal skills	**I**	
Ability to analyse and draw logical conclusions from complex data	**A/I**	
Experience of working in a busy environment and being able to prioritize workload	**A/I**	
Full UK Driving License and access to a vehicle.	**A**	
A2Dominion values		
DRIVE: Deliver, Respond, Innovate, Value Enterprise		
Staff Level: Leading self – Where the focus is on taking responsibility for delivering personal and organizational goals in a social responsible "can -do way"		
Competency	**Essential**	
Influential: • **Actively advocates for resident interests in relation to safety ensuring that**	**I**	

building safety works are given the right level of priority. • **Is confident to challenge effectively when services do not meet the required standard and is able to identify when it is appropriate to escalate matters to achieve resolution.**	
Future focused: • **Identifies unintended consequences and proactively takes measures to mitigate risk.** • **Uses horizon scanning to anticipate future needs.** • **Embraces change and adapts to new ways of working.**	**I**
Engaging: • **Adopts a customer focused approach** • **Builds effective relationships with residents and act as an ambassador for A2Dominion.** • **Takes time to communicate and collaborate effectively with stakeholders, both internally and externally.**	**I**
Resilient: • **Able to meet challenges and conflict with a positive mind-set.** • **Finds creative ways to overcome barriers.** • **Adapts to change and new ways of working.** • **Able to work independently and utilize mobile technology**	**I**
Performance focused: • **Takes a thorough and detailed approach to record keeping and action planning.** • **Utilises information and data to provide insights and drive performance.** • **Manages time effectively to deliver outputs and achieve targets.** • **Able to prioritise tasks effectively and understands the principles of risk management.** • **Contributes to the achievement of team and department objectives and targets.**	**I**

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