

Assistant Property Manager (Specialist Services)

Role profile

Department	Specialist Services –Student & Keyworker team		
Job number		Reports to	Senior Property Manager
Date effective	March 2022	Salary band	4

Purpose

To assist the Property Manager to manage a portfolio of residential buildings including multi-occupancy dwellings and carry out landlord obligations within regulatory requirements.

To assist the Property Manager in the delivery of high quality housing management support to A2Dominion residents.

To act as the single point of contact for residents where required.

Key responsibilities/ deliverables

1. To participate in the accommodation allocation process including issuing of all tenancy paperwork, dealing with end of tenancy paperwork and notices, ensuring vacant properties are ready to let and collection of advance payments.
2. Carry out day-to-day administrative duties including being the point of contact for our customers and partner organisations, issuing letters and notices, producing invoices, and responding to enquiries.
3. Report repairs where required and escalate issues/actions required where necessary. Assist the Property Manager in monitoring contractor performance. Liaise with contractors and residents on planned inspection & testing visits including updating and maintaining records.
4. Assist the Property Manager by monitoring expenditure against budget, monitoring use of stock and working with internal teams on service charge estimates and accounts.
5. Assist the Property Manager to encourage and support occupants of buildings towards good housekeeping and fire safety practices

6. Maintain all relevant documentation to the required standards at both the organisation and premises level.
7. To build relationships and work with both internal and external stakeholders of A2Dominion to support the residents.
8. To attend and represent A2Dominion at internal and external meetings and forums when required.
9. Produce reports using standard templates to monitor performance and assist in ensuring tenancy management objectives are achieved.

Line management

n/a

Key internal contacts

All Operations departments particularly Service Charge, Leasehold & Property Services teams plus Finance and Development.

Key external contacts

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

Operating environment/ dimensions

A2Dominion currently has approximately 37,000 properties. The Assistant Property Manager will assist the Property Manager in the management of their patch of accommodation.

Knowledge, skills and competencies		Essential	Desirable
Qualifications/training			
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)		A	
Good knowledge of Outlook, Word & Excel		A	
Knowledge and skills			
Experience of delivering excellent customer service in a front facing role		A	
Proven experience of problem solving for customers and understanding their needs, including vulnerable people		A	
Full Clean UK driving licence			A
A2Dominion values			
DRIVE: Deliver, Respond, Innovate, Value Diversity, Enterprise			
A2Dominion Behaviours: Staff – leading self			
Behaviour	Essential		
Influential: 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.	I		
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.	I		

• Finds creative ways to overcome barriers. • Adapts to change and new ways of working. • Able to work independently and utilize mobile technology	
Performance focused: • Takes a thorough and detailed approach to record keeping and action planning. • 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