

EXECUTIVE PROPERTY & FACILITIES MANAGER
OPERATING OFFICER ACROSS THE GROUP

Full time
Permanent
Immediate start
Competitive Salary

This presents an excellent opportunity for the right candidate to play a leading role in one of the UK's fastest growing brands. We are a client-centric brand looking to improve on our delivery of service and quality of product we deliver.

The role offers a candidate the chance to be an integral part of an award winning private landlord and developer operating across Liverpool & St Helens. With a portfolio in excess of 250 rental units and a development pipeline of a further 200 units with a combined value of £52M, this is a role for a dedicated and committed candidate. The candidate will be expected to deliver the core values and preserve the reputation of the brand.

The successful candidate will form part of the management team at a high ranking corporate level working alongside the CEO. This is a demanding role.

Experience at a high level in a corporate brand is essential.

The candidate will need to be driven, committed and well organised to deal with their work in a timely manner. Experience and proven track record is essential.

The role include (not exhaustive list):

- Annual gas safe certificates renewals
- electrical safety reports
- Weekly emergency lighting and fire alarm tests
- Annual fire alarm certificates & fire risk assessment
- HMO/Landlord Licensing Renewals & Compliance
- Valid EPCs in date
- Referencing tenants
- Drafting licences/tenancy agreements
- Submitting contracts to local council tax departments
- Utility contracts put in tenants names and meter readings – maintaining a schedule of MPANs and providers with account numbers
- Scheduling 3-6 monthly resident inspections
- Pre check out inspections and drawing up an invoice for damages/works to be rectified by the tenant
- Check out and check in appointments
- Inventory production
- Pre Check In Internal Quality Control Audit
- Communal area inspections and checklist with reports

- Lift contract and maintenance
- Maintaining and inspecting a cleaning rota of hallways, windows and gardens
- Quarterly window cleaning and garden clearance
- Maintenance works schedule and diary and inspecting works (physically and tenant feedback)
- Managing maintenance operatives and quality control
- Programmed/planned and reactive maintenance
- Managing inventory of materials and organised storage unit
- Liaising with external contractors and having quotes approved and signing off works before requesting payment be released
- Ordering required furniture from our supplier and organising delivery
- Providing welcome basket
- Deposit scheme administration
- Pest control instruction and dealing with waste across blocks
- Maintaining key register and safe and ensuring all keys handed to and back from tenants with key deposit
- Dealing with anti-social behaviour and problem residents;
- Section 21 notices and eviction proceedings;
- Shelter executive board from client contact;
- Facilities management controlling group items (gymnasium equipment, cinema, rooftop gardens etc)
- Dealing with tenant complaints
- CCTV monitoring when appropriate
- Chasing rent arrears and securing standing order evidence – I thorough understanding that this task is a priority at all times;
- Recruiting personnel in roles where necessary
- Out of hours calls/emails
- Assisting lettings team with viewings and advertising of properties across (but not limited to)
 1. Rightmove
 2. Zoopla
 3. Gumtree
 4. SpareRoom
 5. Social Media
 6. Company website – www.nicholsonlettings.com
 7. Any other potential marketing space
- Open houses/events for new projects
- Organising/hosting community resident events
- Assisting/reporting to CEO with day to day activities
- Assisting to promote the brand

CRITERIA

Develop, implement, and maintain management processes in line with business strategies;
 Leading role and responsible for overseeing staff and location management;

Knowledge and understanding of the UK rental market and current legislation and regulations;

Good customer skills

ARLA/RICS qualification or equivalent with ARMA guidelines knowledge;

Previous industry experience with management of a rental portfolio;

Experiencing of managing a team, workloads and relationship building;

Full UK driving licence;

Time management, organisational skills working to a deadline;

Ability to act quickly and decisively on receiving instructions;

Competitive Salary with on target earnings