

POSTION	PART TIME PROPERTY & AFTER SALES MANAGER
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PURPOSE	<p>Richstone Properties offers to let exceptional residential properties, to discerning private and corporate tenants who have high service level expectations. The business also operates in the areas of international lettings and property construction and development.</p> <p>The Property & After Sales Manager is responsible for four main areas:</p> <p>Lettings Portfolio - Ensuring that the day to day management of remedial and maintenance works are carried out in a cost-effective and timely manner. Maintaining up to date Property Management and Specification Schedules and weekly Maintenance reports. Manage all utility accounts and ensure utility companies are informed of any relevant changes in tenants, supplying meter readings and other details as necessary. Other duties include accompanying lettings agents on viewings, representing the company in a competent and professional manner at all times.</p> <p>After Sales – Ensuring that New Build properties have detailed information on the operation and performance capability of all products, equipment, services, maintenance schedules, warranties, etc. and to support new owners to become familiar with their property and facilities. To coordinate with development and new owners to deal with snagging issues that may arise.</p> <p>Refurbishment Projects – For existing Portfolio and/or new property acquisitions added to the Portfolio to manage, in conjunction with Development and/or external contractors refurbishment works in accordance with agreed plans and budgets.</p> <p>Large Grade II Listed Refurbished Family Home – Ensuring that the property has detailed information on the operation and performance capability of all products, equipment, services, maintenance schedules, warranties, etc. and to manage the property as an individual unit .</p>
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KEY TASKS	<ol style="list-style-type: none"> 1. Establish and maintain good working relationships with contractors, service suppliers and tenants. 2. Represent the company at candidate viewings along with letting agents, to ensure agents represent the property in the best light, to demonstrate the company’s commitment as landlord to the tenant and to respond to candidates’ questions. 3. Respond to tenants’ issues, maintaining communication and arranging contractors, suppliers and service providers as necessary, ensuring that agreed timescales are met. Attending properties to assess requirements of issues to ensure appropriate actions are taken and when contractors carry out remedial works to ensure satisfactory completion. On any property visit, note any potential matters in relation to protection of the asset and minor remedial works that may require inclusion in Property Management Schedule and obtain tenant feedback on the let. Advise tenants on any requirements communicated by local authority. 4. To manage administration of tenant details on internal systems and ensure notifications are completed with local authority and utility providers. 5. Maintain Maintenance Schedule to include all actions needed in relation to each property, with details of responsibility and timelines to conclude actions. Manage liaison and communication with internal and external contractors and suppliers to complete necessary maintenance actions. 6. Maintain Property Management and Specification Schedule to include all existing and new information relevant to each property. 7. Agree schedule of contractors, suppliers and service providers to provide full range of trades and services to meet maintenance, remedial work and protection for property portfolio, agreeing the company’s commercial terms and conditions and service levels as necessary.
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8. Manage financial information, to include checking of invoices against works carried out and dealing with queries with contractors, suppliers and service providers.
9. Ensure properties are prepared for letting during turnaround period to maintain a high standard of presentation. Determine remedial works to be carried out and agree costings and work schedule with internal and external contractors and suppliers. Monitor the satisfactory and timely completion of the programme of works and within agreed budgets.
10. Provide general support to Lettings where required.

KEY RELATIONSHIPS

Reports to: Day to day reporting to Property and After Sale Manager

Responsible for management of: n/a

Communication with: Directors, Finance, Construction, Other Internal departments as necessary, Contractors, Suppliers, Service Providers, Local Authorities, Letting Agents, Tenants

KEY SUCCESS MEASURES

Profit: Control of costs for maintenance and remedial works by property

Product: Presentation and maintenance of properties

Process: Compliance with legal requirements and effective administration of Lettings

People: Relationships with contractors and suppliers

KEY PERSONAL CHARACTERISTICS AND CAPABILITIES

Experienced in residential property management and letting administration.

Excellent personal and business communications skills.

Commercially capable.

Structured in approach to planning and implementation.

High attention to detail.

Self-starter and with well-developed team player skills.

Calm and retaining professionalism under pressure.

Car owner and able to travel to all properties as required.

Access to a company pool car if required