

Property Manager

Operations Directorate

What's it all about

As a Property Manager, you'll oversee a variety of homes and will play a pivotal role in fostering vibrant and harmonious communities. Your proactive engagement with customers, managing agents, and contractors will be key to understanding our residents and properties. By taking accountability for the properties under your management, you ensure a seamless resident experience.

How you'll make a difference

- Actively listen to residents and promptly addressing any issues related to their property or living experience.
- Foster a strong presence, by being readily available and proactive, ensuring residents know who you are.
- By being visible and contactable you will create a strong rapport with residents, managing agents, contractors, and internal colleagues to collectively solve problems, taking ownership until resolution.
- Collaborate internally and externally to identify areas of improvement, both in yourself and in the services provided, contributing to an ever-evolving positive environment.
- Be a service charge expert, effectively setting and managing budgets and communicating with residents.
- Provide and communicate expert knowledge to residents and stakeholders relating to matters on the lease.
- Communicate effectively with empathy, ensuring residents are kept informed and updated on the progress of issues affecting them.

How you'll do it

Operational:

- Be visible, responding to a variety of property-related queries from residents.
- Host regular community events or forums to encourage open communication and address concerns directly.
- Act as a strong advocate for residents, ensuring their concerns are effectively communicated and resolved.
- Implement performance improvement initiatives in collaboration with internal teams and external contractors.
- Working with our complaints team, resolve disputes or complaints raised by residents, ensuring written communication reflects NHG positively.
- Conduct thorough investigations, providing transparent and well-documented resolutions e.g., anti-social behaviour cases.
- Collaborate with building managers and/or housing officers to enhance the resident experience.
- Stay curious about resident issues, taking proactive steps to address and improve them.
- Ensure achievement of KPIs, supporting your team and others in reaching theirs.
- Working with the service charge team set and manage service charges, ensuring fairness and transparency.
- Collaborate with relevant stakeholders, ensuring alignment with project objectives and timely completion.
- Ensure residents and homes are safe by acting on repairs, fire risk actions, anti-social

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behaviour, and safeguarding, aligning with NHG procedures.

- Undertake estate inspections to ensure our places are maintained to a high standard, ensuring compliance with health and safety regulations.
- Collaborate with internal repairs and planned maintenance colleagues to maintain excellent places and plan and deliver improvements.
- Understand the different legal structures, leases and management agreements in your portfolio and ensure NHG are remaining compliant.
- Effectively manage the managing agents to ensure they are fulfilling their obligations, and their costs are fair and can be justified to our residents.

General:

- Take ownership of your own development, and learning, including obtaining professional qualifications.
- Ensure you, at all times, are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships with other operations directorates and across NHG.
- Represent the resident voice, taking responsibility for the entire resident experience.

All about you

Behaviours for success:

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at officer level.

Knowledge, experience, and skills:

Essential:

- Sound customer service experience, preferably within a housing environment.
- Strong communication skills (verbal and written), with the ability to communicate to a range of audiences.
- Tenacity, resilience, and problem-solving skills.
- Excellent investigative, influencing, and negotiating skills.
- Strong analytical and customer-focused mindset.
- Effective team collaboration and IT skills.
- Ability to meet deadlines and demonstrate attention to detail.
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

Desirable:

- Previous property management experience.
- Qualified in IRPM, ARMA or RICS.