



Working better together
for our residents

Senior Property Manager

Operations Directorate

What's it all about

As a Senior Property Manager, you will leverage your advanced property management skills, extensive experience, and relevant qualifications to provide crucial support to the teams within your region. Your role as a subject matter expert in property and resident management involves offering guidance, training, and leadership to property managers and broader teams.

While you may occasionally manage staff, your primary focus will be supporting managers and the Senior Management Team (SMT) in your region.

How you'll make a difference

In this role, your impact will be substantial as you support leasehold teams in resolving intricate cases promptly. You'll have the opportunity to apply your skillset to influence improvements, particularly in addressing high-profile cases.

Expected Outcomes:

- Draw on your extensive experience to adeptly navigate a range of complex leasehold cases, showcasing a profound understanding of diverse issues.
- Engage with stakeholders, internal and external, fostering collaborative problem-solving to achieve positive outcomes for residents.
- Leverage your expertise to provide invaluable support, guidance, and training to PMO's and wider teams, contributing to their professional development.
- Take the lead in handling intricate matters, ensuring effective resolution and the highest level of resident satisfaction.
- While occasional staff management may be part of your responsibilities, your primary function is to bolster managers and the Senior Management Team (SMT) in your region.

- Utilise your expertise to enhance resident experiences in complex schemes.

You will:

- Engage in training, coaching, and developing property managers, empowering them to succeed in their roles.
- Utilise your knowledge and experience to drive transformative changes in resident experiences, particularly on complex cases.
- Take charge of projects within the department, focusing on enhancing operational efficiency and delivering superior outcomes for our residents.

How you'll do it

Operational:

- Actively participate in resolving complex matters, taking responsibility for service delivery and identifying areas for improvement. Investigate and resolve escalated complaints.
- Collaborate with colleagues and contract counterparts for effective, customer-focused outcomes in planned works, reactive repairs, and places and estates improvements.
- Seek out and communicate effectively with our stakeholders to build upon existing relationships and develop long lasting partnerships.
- Be proactive and visible to Operations teams, offering assistance with operational matters.
- Be accountable and visible to residents, balancing their needs with NHG's objectives.
- Be curious to the issues affecting performance and put steps in place to help improve this.
- Ensure achievement of KPIs and provide support to officers and teams.

- Set, support and manage service charges across multiple schemes, ensuring they're fair and reasonable to residents.
- Lead specific projects and report progress to the senior leadership team.
- Ensure our residents and homes are safe, through maintaining oversight on repairs, ASB and safeguarding, making sure officers are working in line with our procedures.
- Understand the different legal structures, leases and management agreements in your portfolio and ensure NHG are remaining compliant.
- Support the teams to effectively manage the managing agents within the region ensuring their costs are fair and can be justified to our residents.
- Provide cover for managers in the region where needed.
- From time-to-time act as a line manager for staff.
- Ensure effective resolution of complaints and escalations. Track actions until completion.

General:

- Contribute in the recruitment, training and induction of new starters within Operations, and ensure you up to date on all mandatory training. Seek out new training opportunities where gaps are identified.
- 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 within Operations and across NHG.
- Ensure you represent the resident voice when needed and deliver a consistent NHG voice back to them, not blaming internal departments, but owning the experience.

- When needed work with others to deliver specific projects or service improvements.

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 manager level.

This is a people manager role. Please [refer to our people manager standards](#).

Knowledge, experience, and skills:

Essential

- Experience of working in a property management industry providing direct property management services to residents.
- Experience in providing leadership to property management teams, contributing to the overall organisational goals and vision.
- Previous experience in managing budgets related to property management, ensuring financial sustainability and efficiency.
- Proven ability to engage and collaborate with a diverse range of stakeholders, including residents, external partners, and internal teams.
- Experience of managing a large portfolio of properties, or complex schemes.



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- Ability to read, understand and interpret a range of leases, contracts and management agreements and experience of managing external stakeholders in line with these.
- Good spoken and written English, with the ability to produce reports for senior leaders.
- Effective IT skills, including Microsoft Office Skills.
- TPI (associate) or other property management qualification or equivalent.
- TPI (member) to be achieved within 12 months.
- 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:

- Relevant management experience.