**What’s it all about**

**Property Management Executive - Folio**

**Operations - Commercial Operations**

As a Property Management Executive at Folio, you are responsible for providing exceptional service to customers within your designated area. You are the main point of contact for your customers, ensuring that their needs are met creatively and effectively, maintaining high standards of property management and customer satisfaction. Your role is key to ensuring that our assets are well maintained and that all financial, compliance and operational targets are met for the properties that you manage.

**How you’ll make a difference**

* **Customer Service Excellence:** Serve as the dedicated point of contact for all customer interactions within your patch, ensuring responsive and high-quality service.
* **Operational Efficiency:** Manage property and estate inspections, repairs, and maintenance, ensuring operational targets and KPIs are met within budget.
* **Compliance and Safety:** Oversee compliance with legislative, industry, and health and safety standards, ensuring all properties are up to regulatory standards.

**How you’ll do it**

* Manage tenancy issues effectively, including arrears and former tenant arrears management and income collection, to ensure financial stability and customer satisfaction.
* Coordinate with contractors, local authorities, and other external stakeholders to maintain properties and address any issues promptly.
* Develop and maintain strong relationships with customers, providing regular updates and managing communications even when delivering difficult messages.
* Conduct regular and thorough property and estate inspections to ensure all facilities are in excellent condition and meet safety standards.
* Manage budget and expenditure for all properties within your portfolio, ensuring cost-effectiveness and proper allocation of resources.

**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 **Colleague** level.

**Essential knowledge, experience and skills including qualifications and professional membership**

* **Proactive and Customer-focused:** Proactively address the needs of customers with a strong focus on delivering superior service and building lasting relationships.
* **Detail-oriented and Organised:** Maintain meticulous records and manage multiple tasks efficiently to ensure continuity of service and compliance with standards.
* **Problem-solving and Adaptability**: Handle complex situations with skill, adapt to changing requirements, and find creative solutions to meet customer and business needs.
* **Expertise and Asset Management:** In-depth understanding of the private rented sector, including relevant legislation, statutory, and regulatory requirements. Experience in property or asset management, demonstrating the ability to manage a varied portfolio effectively.
* Essential: ARLA qualification to be achieved within the first 12 months.