

**Neil Douglas Block Management Ltd**

The Dutch Barn  
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## Property Manager

- **Salary range £24,000 – £28,000 per annum**
- **37.5 hours per week**
- **Permanent position**
- **Training provided**
- **Excellent career opportunities**

### The job

An exciting opportunity has arisen for a property manager to join our thriving residential block and estate management business, located in Buckinghamshire.

We are looking for a property professional, of graduate calibre, to join our friendly team of thirteen, based near Aylesbury but working across the northern home counties.

The successful candidate will be responsible for a portfolio of blocks and estates and will manage them on behalf of Residents Management Companies. This is an interesting and varied position, which involves both office-based and on-site work. Your objective will be to retain and develop the business by delivering a high standard of care and excellent customer service to the directors, lessees and residents of the properties we manage.

#### Duties & Responsibilities:

- Preparing service charge budgets
- Visiting the developments to carry out routine inspections of their condition
- Arranging reactive and proactive maintenance
- Ensuring contractors carry out their work to specification
- Dealing with enquiries from residents and leaseholders
- Ensuring compliance with health and safety regulation
- Regular reporting to clients
- Arranging and attending client meetings

The successful candidate will be IT literate, with excellent attention to detail, strong customer service skills and the ability to organise their time effectively. As well as being a strong team player they will be able to work on their own initiative, think creatively and to negotiate solutions.

They will be working for an ambitious and forward-thinking company that encourages professional development and will offer recognised training. This is an excellent opportunity for someone who wants to develop a career in the sector.

Experience of leasehold property management and an appropriate qualification would be an advantage but not essential if you can demonstrate appropriate transferable skills. You must have a willingness to be flexible and be keen to acquire knowledge and skills. A full UK driving licence and your own vehicle are also required.

**Residential Block and Estate Management**  
[www.neildouglas.co.uk](http://www.neildouglas.co.uk)

Neil Douglas Block Management Ltd. Company Number: 07283365  
Registered Office: The Dutch Barn, Manor Farm Courtyard, Manor Road,  
Rowsham, Aylesbury HP22 4QP



## **About us**

Neil Douglas was built to provide a more satisfying experience for those needing help and advice in managing their properties.

Founded in 2006, we have built a legacy in property management, growing a diverse portfolio of clients through client recommendations and a staunch reputation across Buckinghamshire, Hertfordshire, Oxfordshire and North-West London. Now a team of 13 and growing, we have expanded our portfolio to over 85 clients through developing trusted, long-term working partnerships with leaseholders and directors of Residents Management Companies.

At Neil Douglas, we do things a little differently. We believe that property owners - not freeholders, or developers - should oversee the management of shared areas, and be empowered to make their own decisions with the guidance of their Residents Management Company. We think creatively and offer up choices that other agents may not, helping clients see exactly what the best decision could be for them.

We believe in working in partnership with our clients, sharing our knowledge and experience to help them make informed decisions about the property with mutual understanding. Collaboration is at the core of everything we do and we filter this through every channel of our business, creating open working relationships built on regular communication, clear information and a bottom-line of trust.

## **Hours of work**

This role is for 37.5 hours, 9am – 5.30pm, five days per week, with 1 hour for lunch. The successful candidate will be required to work a maximum of one Saturday in every six and will be given a day off during the week when the Saturday is worked.

Occasional evening work will be required when meetings have to be arranged outside of office hours or there is an emergency. You will also be expected to participate in providing cover for our out of hours rota (one week in every six). Time off in lieu or an overtime payment will be given when work is undertaken outside of core office hours.

## **Length of appointment**

This is a permanent appointment.

## **Salary and holidays**

The salary will be agreed with the successful candidate. The salary will be paid monthly in arrears by BACS.

The office is closed on Bank Holidays and these days will be paid as part of a paid annual leave entitlement of 28 days per annum.

Neil Douglas operate a pension scheme with Aviva and all staff are auto enrolled into the scheme.

## **How to apply**

Please email [louisa.myatt@neildouglas.co.uk](mailto:louisa.myatt@neildouglas.co.uk) with a covering letter explaining what you could bring to the role and attaching a copy of your curriculum vitae.

## **Detailed Job Description – Property Manager**

### **Main responsibilities**

- Communicate with clients to ensure that the block is managed in accordance with the lease and their wishes and that the directors have the information required to make appropriate decisions.
- Promptly deal with enquiries (by phone, email or in person) from directors, lessees and residents of the properties we manage.
- Carry out regular inspections of each block's communal areas and grounds.
- Solve general maintenance problems by obtaining appropriate quotations, liaising with the directors (decision makers for the block), commissioning and supervising works.
- Appoint and manage contractors to ensure they carry out work within the time scales that have been set and to the required standard.
- Arrange appropriate Health & Safety assessments and inspections, and work with senior colleagues to complete the required actions.
- Arrange periodic checks of plant at the blocks we manage such as such as lifts, gates and pumps.
- Solve more complicated maintenance problems and help organise major works with the support of your manager / senior colleagues.
- Prepare service charge budgets in liaison with your manager and the directors and in accordance with the terms of the relevant lease.
- Prepare monthly reports about the developments you manage for the directors of the Management Companies.
- Arrange, prepare for and represent Neil Douglas at directors meetings and AGMs for the blocks you are responsible for (NB these usually take place outside of normal office hours).
- Arrange quotations for buildings and directors' liability insurance for each property.

### **Other responsibilities**

- To integrate into a team environment and to provide support to your colleagues and manager.
- To demonstrate a commitment to personal professional development
- To be familiar with all systems, procedures and legislation
- To project a professional image to the public and work colleagues
- To contribute ideas for how processes can be improved or the business can be developed
- To attend team meetings and training sessions and participate fully

### **Skills and attributes required for this role**

#### **Essential**

- Excellent interpersonal skills
- Excellent IT skills
- Excellent written communication skills
- A high level of accuracy when working with numbers
- Very good attention to detail and the ability to observe and report
- Ability to work as part of a team and get on well with colleagues
- Ability to organise and prioritise workload

- Ability to work on own initiative
- Tenacity and the ability to see things through
- Ability to solve problems and think creatively
- Ability to work accurately whilst under some pressure
- A full UK driving licence and own car
- Commitment to working to a high standard
- Willingness to be flexible
- Willingness to train in Residential Leasehold Management
- A commitment to personal professional development
- Ability to project a professional image when representing Neil Douglas

**Desirable**

- A bachelors degree
- A qualification in residential property management e.g. IRPM, CIHCM, NFoPP
- A working knowledge of residential leasehold management
- Interest in business development