Neil Douglas Block Management Limited
Portland House
Westfield Road
Pitstone
Leighton Buzzard
LU7 9GU

Tel: 01296 429055

Senior Property Manager

- **Salary: £38,000 - £46,000 per annum, dependent on experience**
- **+ quarterly performance-related bonus - up to £2,000 per year**
- **37.5 Hours per week**
- **Permanent position**
- **Professional development and recognised training**
- **Overtime payment**

We are seeking a skilled and knowledgeable property professional to join our friendly team of 37, based near Aylesbury / Leighton Buzzard, but working across the northern home counties.

Job summary

A position to support with the management and delivery of property management services to some of the key clients and technical developments Neil Douglas work with. The role will report into our Head of property management and involve the effective planning, management and delivery of our services in line with our managing agent agreements. A Senior Property Manager will hold relevant experience within the property industry and be expected to help identify and manage risks, solve problems and effectively communicate with relevant stakeholders.

Duties will include facilitating the management of clients, communication, health & safety, plant, day-to-day site services, budgets and finances. The role will also support our Head of Property Management with the oversight and management of relevant technical matters across the wider team.

The ideal candidate will hold an MTPI qualification.

A full UK driving licence is also required and we prefer to receive applications from candidates who live a commutable distance from our offices in Pitstone, Buckinghamshire.

Key Responsibilities

Leadership & Training
Share knowledge and experience with the property management team to support them on day-to-day matters and resolving risks. Assist with fostering a professional and positive environment where individuals can thrive.

Communication
Provide professional advice where appropriate and use a multitude of methods to provide prompt and clear communication to colleagues, contractors and external stakeholders.

Site management
Take a robust and appropriate approach to the management of maintenance, contracts, plant and health & safety on site. Undertake regular inspections to ensure the delivery of these in line with service level agreements and contractual obligations.

Financial management

Employ strategic planning and appropriate controls over client funds including the management of cashflow, budgeting and long-term planning.

Risk management
Be able to identify and understand development or business risks and take appropriate action to resolve or manage these while recognising when escalation to senior colleagues is required.

Problem solving
Identify potential challenges and risks and collaborate with senior colleagues to develop and implement solutions.

Required skills

Technical proficiency
Familiarity with block & estate management. Experience managing complex sites, plant, health & safety risks and knowledge of the requirements of high-rise buildings.

Legal understanding
To have a working knowledge of key leasehold legislation while understanding the practical applications of this. Be able to navigate property ownership documents to understand the contractual obligations on the parties to these.

Organisational & time management
Excellent ability to organise tasks, prioritise effectively and mange time to meet deadlines.

Communication
Strong verbal and written communication skills for interacting with various stakeholders, at both a technical and non-technical level.

Problem solving
Analytical skills to identify issues and develop innovative solutions.

Attention to detail
A keen eye for detail to deliver site maintenance and management effectively while meeting commitments and obligations fully, and on time.

Desired skills

- Prior experience in managing and / or training people
- Proven record of managing complex leasehold developments or technical matters
- Achieved, or working towards, Members TPI qualification

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 37 and growing, we have expanded our portfolio to over 150 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.

Occasional paid evening and Saturday morning overtime may be required when meetings have to be arranged outside of the office hours or there is an emergency. The role also involves providing cover for our out of hours rota (a maximum of one week in every 8). An additional day of annual leave is awarded for each week of cover, and an enhanced overtime payment is 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. An additional day of holiday, up to a maximum of 5 days, is awarded following each completed year of service.

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

How to apply

Please email nicoela.gale@neildouglas.co.uk with a covering letter explaining what you could bring to the role and attaching a copy of your curriculum vitae.

Use of Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn

You can use AI in the application process to:

- help you refine and clarify your ideas and thoughts
- research public information about Neil Douglas Block Management Ltd
- check the spelling, grammar and clarity of what you have written

Please do *not* use AI to:

- inflate or invent your skills and experiences
- create generic responses and copy these into your application

Detailed Job Description - Senior Property Manager

Main responsibilities

- Providing leadership and guidance to the property management team on day-to-day matters, seeking to de-escalate and de-risk as necessary. Lead by example always while supporting junior colleagues with queries, complicated management matters or other escalated items where appropriate.
- Effectively manage a focused portfolio of key clients and technically complicated sites.
- Promptly deal with enquiries (by phone, email, ticket or in person) from clients, owners and residents of the properties we manage.
- Conduct regular inspections of each site's communal areas and grounds at the contracted frequency using inspection software.
- Effectively solve general maintenance problems by obtaining appropriate quotations, liaising with clients and commissioning / supervising works. Manage contractors to ensure they carry out work within the timescales that have been set to the required standard and in line with instruction.
- Arrange periodic checks of plant at the site managed such as lifts, gates, boilers and pumps.
- Solving of more complicated maintenance problems, complying fully with Section 20 legislation where required and working with the Head of Projects to ensure the effective management and delivery of project work.
- Deliver effective pro-active communication to clients, owners and residents on the sites managed, particularly regarding key maintenance matters impacting multiple properties while providing professional advice and recommendations as appropriate.
- Supporting senior management within the property management team to deliver effective client management and retention.
- Ensure the sites managed always remain fully compliant in accordance with any relevant legislation, standards etc. and effectively progress any remedial work highlighted from any inspections or reports.
- Support senior management within the property management team on the management of complex matters such as building safety, fire safety, legal matters / disputes, complex service charge matters etc. to ensure these are delivered effectively and business risks reduced where possible.
- Preparing service charge budget and long-term maintenance plans for our clients while providing professional advice and recommendations where appropriate.
- Develop a good understanding of, and effectively deliver on, financial and legal matters regarding the sites managed and providing professional advice and recommendations where appropriate.
- Prepare for, and lead client meetings, annual general meetings (AGMs) etc. for the sites worked on and be part of the team representing Neil Douglas at these meetings (NB. these usually take place outside of normal office hours).
- Arranging quotations and the placement of any relevant insurances, utility contracts etc. for each site ensuring these do not fall out of contract at any time.
- Work to reduce and minimise risk to Neil Douglas to include, recognising business risks, supporting team members with technical or challenging matters, dealing with escalated items, reviewing, or preparing external communication where needed, providing feedback and guidance to team members.

- Help to establish, embed, refine, comply with, and manage workflow processes for the property management team.
- Work in line with the Neil Douglas ethos, KPIs and goals while ensure any delegated targets or tasks are met.

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 clients, 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.
- To be part of the out of hours rota and, when scheduled, deliver effective out of hours support for Neil Douglas clients.
- Perform all other appropriate duties and tasks assigned to you, in the interest of good property management and which contribute to the success of the business.