

University of London Job Specification

Job Title: Property Manager Head Leasing

Department: Co-Sector

Section: Housing Services

Level: 05 (CTS)

Job Purpose:	<p>To carry out the day-to-day property management for designated properties from the Student Homes accommodation portfolio adhering to all relevant procedures, legislation, codes of practice and budgets.</p> <p>To provide an efficient, effective and customer-focused service to student tenants, Colleges, property owners and their agents.</p> <p>To supervise the work of seasonal temporary staff.</p>	
Job Content:		%
<p>Managerial Responsibility</p> <ul style="list-style-type: none"> To assist the Student Homes Development Manager (SHDM) and Senior Property Manager (SPM) in the day to day operation of the head-lease scheme. <p>Compliance</p> <ul style="list-style-type: none"> To assist the SHDM and SPM in ensuring all relevant health and safety and fire regulations are adhered to, both by University staff/ contractors/Landlords and tenants and that all documentation is up to date. To conduct viewings of properties unaccompanied or together with external property assessors/surveyors. To conduct routine property inspections to ensure the conduct of tenants does not contravene or infringe upon statutory obligations or University regulations and to report on the condition of the property. To act as an initial point of call for Health and Safety matters relating to head-lease accommodation and liaise as appropriate with the University's Health and Safety Advisor. To carry out duties in a manner that adheres to the UUK Code of Practice. To ensure all paper and electronic records are held in accordance with University policy and Data Protection legislation and guidance. To assist with the process of ensuring that all tenancy agreements relating to head-lease properties are correct and comply with current housing legislation and the Office of Fair Trading's Guidance on Unfair Terms in tenancy agreements. 		

Budgetary and Financial Responsibility

- To assist the SHD and SPM and the Finance Department with the setting of the annual head-leasing accommodation budgets and financial forecasts.
- To actively seek value for money for any head-leasing accommodation expenditure where appropriate.
- To assist the SHDM, SPM and the Finance Department with monthly reporting, year-end procedures, pursuance of debtors and deposit refunds.
- To follow the University's financial regulations and procurement rules at all times.

Property Management

- To assist in all aspects of the day to day management of head-leasing properties, ensuring that the highest standard of customer service is provided to students, property owners and all other stakeholders.
- Assist with the preparation of standard student tenancy agreements and amendments. Ensuring a comprehensive understanding of tenancy agreements issued to tenants or head-lease property owners and enforcing, when necessary, observance of the tenancy agreements.
- Assist the SHDM and SPM in dealing with student tenants, property owners and college representatives when problems/disputes arise and advising when necessary.
- Assist the SHDM and SPM in the planning and supervision of maintenance and building works to ensure maximum efficiency and minimum disruption to tenants. Ensure that tenant requests for repairs and other maintenance requirements are investigated and processed promptly and property owners contacted immediately.
- Liaison with Head Lease property owners (or their agents) and tenants in relation to the inspection of head-leased properties and to ensure compliance with all health and safety regulations including gas, electric, fire alarms and furniture.
- To ensure that regular and routine fire alarm system inspections and fire drills are in place.
- Checking and, where necessary producing, inventories at the beginning and end of agreements with tenants and landlords and recommending action or calculating charges in respect of claims for damages and cleaning.
- To ensure that all properties are clean and ready for occupation at the start of the new tenancy/let.
- To identify, on an ongoing basis, furniture and equipment that needs replacing and any improvements/redecoration required.
- To liaise with student tenants, Local Authorities, property owners (or their agents) of head-leased properties with regard to environmental health issues.

Communication/Customer Service

- To liaise with all members of the department in keeping them up to date with information that will affect their area of work, and to ensure good communication to prevent service failures.
- To support the SHD and SPM in the provision of satisfaction surveys, and to assist in the implementation and review of action plans to address issues arising.
- To assist the SHDM and SPM on all customer-facing elements of head-lease accommodation, striving for excellence at all times.

<ul style="list-style-type: none"> • To assist the SHDM and SPM in ensuring that all literature/websites are up to date. Preparing notes of guidance for student tenants, colleges and property owners. • To assist the SHDM and SPM in ensuring that all seasonal, temporary staff members conduct themselves in a professional manner at all times. • Any other duties reasonably required of the postholder by the SHDM & SPM following consultation. • Any other duties consistent with both the grade and scope of the post. • To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible. • To maintain an awareness and observation of fire and health and safety regulations 	
<p>Reports to:</p> <p>Responsible for:</p>	<p>Student Homes Development Manager/Senior Property Manager</p> <p>Supervision of seasonal temporary staff</p>
<p>Additional demands of the role:</p>	<p>There are peak periods of service demand throughout the year, in particular during the weeks leading up to and after the beginning of the academic year. During these times the post holder will occasionally be required to work at weekends and some evenings (for which TOIL will be granted). During such busy periods, when the demand is at its highest, it may not be possible for annual leave to be granted.</p>

Person Specification	
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Demonstrable experience of the day-to-day management of an accommodation portfolio, preferably head-leased accommodation. • Experience of delivering high levels of customer satisfaction. • Ability to work well with others, both within the department and with external departments and agencies. • An enthusiastic approach, combined with tact, discretion and the ability to deal professionally and empathetically with a range of student clients, property owners, college representatives and others in an often pressured working environment. • A systematic approach that acknowledges the importance of attention to detail combined with the ability to work to meet deadlines. • Honesty and Integrity. • A dynamic, flexible and positive outlook with a genuine interest in the needs of students and other stakeholders. • Must be willing to take responsibility, have the ability to make decisions quickly and effectively to address problems and remain calm in a crisis. 	

Desirable:

- Relevant previous experience of working in a student accommodation service/ setting.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- An understanding of the housing market, property maintenance, housing legislation and the requirements of students.
- Proficient use of Microsoft Office, databases and internet-based systems.
- Knowledge of basic accounting procedures.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- There are no specific educational requirements however a good standard of literacy and numeracy is necessary to address communication and financial aspects of the role.

Competency Requirements	Essential	Desirable
Adapting to change	A	
<i>Commercial awareness</i>	A	
Creativity and innovation	B	
<i>Customer focus (optional)</i>	B	
Interpersonal understanding	B	
Leadership	A	
Managing resources	A	
Organisational commitment	B	
Proactivity and planning	B	
Problem solving and decision making	B	
Performance Management	A	
Resilience	B	
<i>Staff development and commitment to learning</i>	B	
<i>Striving for excellence (optional)</i>	B	
Working collaboratively with others	B	
Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.		

For further information on each of the competencies and relevant levels, please email us at ulrecruit@london.ac.uk