

Property Management Co-Ordinator

Hours of work Monday – Friday 8.45am -5.30pm, 1 in 3 Saturday's 9.00-4pm (with a day off in leu when a Saturday is worked).

Competitive Salary to be discussed upon application

Job Description

We are currently looking for a full time Property Co-Ordinator to join our busy Property Management Team. You will be managing a portfolio of properties yourself, and be supporting the team during the whole lettings process; from handling initial enquiries and booking viewings, to administering tenants leaving and their return of deposits. It's a busy job!

The role is based in a busy environment where we all pull together in a small team. We are market leaders within our field, and have enjoyed a good reputation for over 210 years, providing great service and advice. The property Coordinator must keep our properties in a safe and habitable condition. The Property coordinator is responsible for the day to day management of the property, including regular maintenance and emergency repairs.

Previous experience in a similar role is preferable but not essential.

Please note, the successful candidate will be required to study and progress through the NVQ qualifications required for this role as this profession will become regulated soon (2 years we think). This will might require home study.

Key Responsibilities include:

- Responding promptly to maintenance issues reported
- Ability to understand the maintenance issue and what exactly requires repair.
- Liaising with landlords and tenants via telephone, email, zoom and text.
- Liaise with landlords and negotiate with contractors for works to be carried out on their property.
- Ensure all contractors have current liability insurance, are competitively priced, and that their work is of an acceptable high standard

- Instructing and arranging maintenance works with contractors
- Processing contractor invoices
- Arranging and monitoring safety test certification as required by legislation
- Ensure accurate administration details are logged in company software system
- Booking and conducting 6 monthly property inspections
- Follow up on Property inspection report issues
- Monitor and update property records as required
- Liaise and communicate with lettings team, and assist the sales team when required.
- Booking appointments and collating feedback for Landlords from viewings
- Provide Landlords with regular feedback following viewings
- Handle check outs with landlords, tenants, and inventory clerks and aim come to a “non-disputed” satisfactory resolution for deposit returns

Duties to include but are not limited to:

- Arranging gas safety certificates and all other legal documentation to ensure that all managed properties comply with current regulations and legislation.
- Manage the lettings database to ensure all reminders, gas inspections, property inspections and tenancy renewals are completed on time and current on the system.
- Arrange and periodically carry out property inspections, including reporting findings to the landlord and arranging remedial work and or follow up visits if required.
- Liaise with tradesmen and contractors, arrange for collection of keys.
- Assist with the management of face to face, telephone, and email enquiries
- Your general administration including typing, filing and post.
- Supporting the Lettings MANAGER with an enquiry moving to a reservation if requested to do so.
- Handling phone, email and enquiries and arranging viewings
- Preparing tenancy documentation if requested

The Successful candidate will display this attributes & skills

- Portray a professional attitude and appearance
- Good telephone manner
- Excellent written and oral communication skills
- Ability to work effectively in a fast-paced environment

- Excellent customer service skills
- Excellent organization & time management essential
- Able to priorities your workload
- Ability to record accurate details using our software systems
- Enjoy working individually or as part of a team
- Self-motivated with a proactive attitude
- Be able to drive and have a car for use in the day if required.
- Good attention to detail
- A keen problem solver
- Positive and encouraging attitude
- Ability to work well and remain calm

To apply please forward CV with covering letter to: Oliver Thompson on othompson@margetts.co.uk