



Residential Property Manager

Location: *Greenwich, London*

Nearest station: Cutty Sark (DLR) 5 min walk or Greenwich Mainline Station 10 mins walk

Easily Accessible from:

London Bridge Train Station - only 9 minutes direct to Greenwich Mainline Station (trains every 10 mins)

Bank Tube (Central / Northern line): Only 20 minutes by DLR to Cutty Sark

Stratford Tube (Elizabeth line / DLR / Central line): 30 minutes

Monument Tube (Circle & District line): 30 minutes

Greenwich Pier – 5 min walk

About Us

Hindwoods Ltd is a company with an unmatched history of serving the property community in London and the home counties but one which remains very much forward looking. With a heritage that can be traced back to 1886 Hindwoods remains one of the few independent firms of Chartered Surveyors not swallowed up by the corporate brands. We pride ourselves in maintaining and establishing new client relationships throughout the property sector and supporting our local businesses in growth and property development.

The role

Working from the centre of historical Greenwich our office is situated on the bank of the river with amazing views of the Thames. We are seeking an experienced Residential Property Manager to join our team, which is crucial to our business. We are interested in hearing from experienced Residential Property Managers. This is an exceptional opportunity for the right person who is looking for career progression, to eventually run the department within 12 months, Associate Director designate. Experience in running a team advantageous.

Why work for us?

- We actively promote from within where possible.
- We are a friendly, supportive and close-knit team.
- You will be given a high degree of autonomy in your role.
- The work on offer is interesting and varied.
- We heavily invest in the personal and professional development of our staff.
- As a long established company we can offer job security.

Responsibilities

- Maintains property by investigating and resolving tenant complaints, enforcing rules of occupancy, inspecting vacant units and completing repairs, planning renovations, contracting with landscaping and snow removal services
- Accomplishes financial objectives by collecting rents, paying bills, forecasting requirements, preparing an annual budget, scheduling expenditures, analysing variances, and initiating corrective action.
- Maintains building systems by contracting for maintenance services and supervising repairs.
- Secures property by contracting with security patrol service, installing and maintaining security devices, establishing and enforcing precautionary policies and procedures, and responding to emergencies.
- Enforces occupancy policies and procedures by confronting violators.
- Prepares reports by collecting, analysing, and summarising data and trends.
- Accomplishes organisation goals by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments.
- Ensure all works undertaken by contractors are of suitable quality and cost effective.
- Ensure all health and safety and industry legislation is adhered to.
- Actively source new business opportunities.
- ARLA Qualified preferred
- Identify opportunities for providing additional services to clients.
- Be fully conversant with, and adhere to, the rules and procedures contained in the Company's RICS Insurance Business Compliance Manual.
- In the near future managing the team of 4 within Residential Property Management and lettings.

Residential Lettings

- Working closely within the team and with the Company Director to increase the business
- Liaising with tenants, identifying their needs and arranging property viewings
- Conducting viewings, obtaining feedback and updating the landlord
- Negotiating offers and agreeing new tenancies
- Interact and discuss objectives and day to day work of your team
- Identifying opportunities to generate new business (instructions)
- Offering an efficient, proactive and high level of customer service to the clients
- To create invoices for fees and disbursements
- Keep a handle on all invoices/accounts/chasing completion monies
- Actively working to increase the number of managed properties on the portfolio
- Assisting with queries, tenancy issues and enquiries coming into the business
- Monitor and improve the quality and quantity of incoming tenant leads
- Coach and improve existing and new lettings employees
- Be aware of competitor performance and activity
- Oversee and contribute to any marketing ideas/campaigns
- Ensure staff are updating all details on the website/window display with current properties and any new instructions must be advertised promptly and effectively
- Promote additional services to existing clients and customers
- Liaise with Sales Manager regarding marketing, advertising and touting to optimise both lettings and sales
- Marketing and website maintenance through property pilot
- Letting application references, joint and several tenancies and preparation of AST agreements

Person Profile:

- **Must be an experienced Residential Property Manager, ideally 10 years experience.**
- Relevant technical knowledge and competence.
- Client-side experience preferred.
- A logical and practical mind.
- Good oral and written communication skills.
- The ability to build lasting relationships with clients and colleagues.
- The ability to analyse problems in order to identify solutions.
- Commercial awareness and the ability to ensure that you are adding maximum value to clients' assets.
- The ability to take on high levels of responsibility with enthusiasm and motivation.
- Good IT skills.
- A full driving licence and desirably your own car.

In Return

- Competitive salary
- 23 Days Annual Leave plus bank holidays and additional days (2-3) over Christmas for office closure
- Full cost of CPD training covered
- All equipment provided (laptop / mobile phone)
- Employee events including Summer and Christmas
- Free Breakfast at work
- Free car parking space
- Business mileage paid for – 45p per mile
- Mental Health Support Line
- Pension (5% Employee contribution & 3% Employer contribution)
- Hours of work - Monday to Friday 9:00-5.30