

Department Manager - Property Management

January 2024

An exciting opportunity has arisen for an enthusiastic and self-driven Property Department Manager to join Northern Group.

Northern Group is a thriving property company, trading in the fastest developing area of Manchester City Centre - Ancoats Urban Village, providing management services for residential, commercial, and co-working brands.

The successful candidate will be a key member of the Property Management team, as such, we are looking for someone who promotes a positive attitude, is highly organised and looks to deliver a high standard of service to our clients. In return, you would be working for a dynamic and ambitious company, that values its team and promotes personal and professional growth.

Key Responsibilities

Department performance:

- Carry out HR functions, including assistance with staff hire, office cover, authorising holidays, performance appraisals, conflict management and implementing resolutions.
- Advise, assist and coach members of the team relating to best practices and legal obligations of a property management department
- Monitor and maintain service standards. KPI's include Renewals, Inspections, Check-ins, Check-outs, across the Residential, Commercial, and Car Parking portfolio
- Produce and review end of month reports relating to the KPI's
- Implement, improve and maintain policies and processes for the department
- Manage consistency of communication being sent from the department
- Maintain office, personal and customer security standards including keys (both office and property)

Ensure the property management team performs tasks consistent with company standards:

- Advertise properties in line with company standards including taking photographs, producing floorplans and updating descriptions
- Reference tenants in line with the company standards along with collating relevant documents
- Produce tenancy agreements/leases and accompanying documents in line with the company standards
- Carry out check-in inventories including photographs

Jactin House, 24 Hood Street,
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- Carry out handover to new tenants
- Register tenants for utility switching
- Carry out regular inspections (inc blocks) in line with company standards and schedule
- Raise works orders for the internal maintenance team and update tenants with progress until completion
- Review rental values on a regular basis to achieve the best returns for the Landlord
- Manage end of tenancy dates, offering renewals where required
- Serve legal notices when required relating to ending a tenancy and rent increases
- Carry out check out inventories including photographs
- Conduct deposit negotiations at the end of the tenancy up to the point of agreement with the previous tenant
- Manage receptions including staff cover and associated services and facilities

General tasks

- Follow the company standards relating to money handling
- Offer assistance to other members of the team where required including holiday cover, emergency repairs etc.
- Adhere to the legal responsibilities of lettings and property management at all times

Personal Specification

Attributes:

We are looking for a candidate who will:

- Offer first-class customer service
- Engage with customers/tenants of the building
- Take responsibility
- Problem solve
- Be personable
- Promote a positive environment

Requirements:

- Property/asset/community management experience - essential
- Staff management experience - essential
- Driving license - essential
- Minimum 5 GCSEs (A-C) to include English and Maths
- Industry-standard qualifications or willingness to work toward obtaining it

Job Specifications

Working Commitments:

- Working Hours: Monday to Friday - 09:00 to 17:30
- Job type: Full-time, permanent

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Other:

- Salary: £32,000 - £36,000
- On-site parking available
- Pension contribution
- Company social events

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