

unipol

Candidate Brief



Property Manager

Grade 5 (£27,644 - £31,637)



Overview of the Role

Location: Unipol Student Homes,
155-157 Woodhouse Lane, Leeds, LS2 3ED

Hours: Full Time. Monday to Friday

Contract: Ongoing

Salary: Grade 5 (£27,644 - £31,637 per annum)

This is an exciting opportunity to manage a mixed portfolio of student occupied properties ranging from a small complex, to off-street shared student housing and housing for students with dependents in Leeds.

We are looking for someone with experience within student living, property management or facilities management. Your experience should be complemented by a strong customer focus, an interest in student welfare, and a commitment to enhancing the university experience.

This post requires flexibility, initiative and considerable organisation of workload and carries a high level of responsibility in ensuring that health and safety routines are carried out with accuracy and rigour. A full UK driving licence and the willingness to work flexibly on occasions is required.



Main Duties and Responsibilities

As a Property Manager, you will play an important role in the effective management of allocated properties, prioritising the safety and wellbeing of tenants.

Your responsibilities include:

- Effective day to day management of allocated properties including the safety and wellbeing of tenants
- Carrying out and taking responsibility for Health and Safety checks based on Unipol's policies, ensuring compliance and adherence
- Ensuring compliance with the Unipol Code or the National Code of Standards for Larger Developments as required
- Undertaking property inspections on a regular basis to ensure that tenants are abiding by the terms of the tenancy agreement, health and safety regulations are being met
- Arranging repairs and maintenance of the properties and checking that all works undertaken have been carried out of the right quality and represent good value for money
- Developing and building positive relationships with tenants, addressing any concerns promptly
- Handling tenant issues and addressing antisocial behaviour, escalating complex cases to the Tenancy Support and Wellbeing Coordinator
- Maintaining accurate records in tenant and health and safety databases and ensuring compliance with mandatory documentation
- Supporting with the smooth running of the tenancy cycle, including; lettings, welcoming tenants, tenant events, communications and tenancy changeover. Some of which will include limited evenings and weekends
- Attending to emergency situations, including out of hours on a rota basis.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade and the evolving property portfolio.

Qualifications and Skills

As a Property Manager you will have:

- Experience of student living, property management or facilities management
- Excellent customer service skills with a passion for creating an outstanding customer journey
- Strong communication skills with the ability to communicate effectively with different stakeholders
- Good organisational skills with the ability to work autonomously and organise your own workload
- Supervisory or leadership skills
- The ability to work under pressure, solve problems, think on your feet and remain calm in a crisis
- Attention to detail and accuracy
- Good IT skills and familiarity with databases and spreadsheets
- A full operable driving licence.



General Information

Unipol is a housing Charity, providing assistance in finding and supplying housing for students in Leeds, Nottingham and Bradford. All those working in Unipol are jointly employed by Unipol and the University of Leeds.

Further details about Unipol can be found here www.unipol.org.uk