

Job Title:
Senior Portfolio Manager**Summary of role:**

You will be responsible for ensuring that your portfolio runs smoothly and supporting the Property Management Team. This role reports into the Head of Property and is supported by the Maintenance Manager and in-house maintenance team.

Key duties and responsibilities of role:

- To be the main point of contact for Landlords and Tenants across the portfolio of approximately 150 units across London.
- To arrange mid tenancy inspections and ensure that any issues raised are highlighted to the Landlord, liaising with the Maintenance Manager and in-house maintenance team to prepare quotes where necessary and submitting reports to the Landlord.
- Ensuring that service charge and ground rent invoices are processed on receipt, and funds are reserved as necessary.
- Dealing with contractual paperwork arising during the course of the Tenancy.
- To ensure rent arrears are kept to a minimum by dealing with issues arising in a timely manner and ensuring the client accounting team are updated as to any problems as soon as they arise.
- To arrange the checkout and deposit release process form part of this role, including assessing the checkout for potential deposit deductions, negotiating between the Landlord and Tenant, and communicating these to the Head of Property where necessary.
- Ensuring that utilities and council tax are informed of new tenancies and accounts are settled by the Tenant at the end of tenancies before the deposit is released.
- Dealing with insurance claims, liaising with loss adjusters and arranging any estimates required.

General requirements:

- Understanding of the property management process with a proven background within property management and customer service.
- Upkeep of Qube (Aspasia) with all notes and documentation as required.
- Professional approach and appearance.
- Ability to work on own initiative.
- Strong relationship building and problem solving skills.
- Complete any other tasks as required by the Head of Property.

Experience and qualifications:

- 3 years Residential Property Management experience.
- PropertyMark Level 3 Technical Award in Residential Lettings and Property Management (NFoPP)
- Good understanding of London's residential property market.
- High IT literacy, preferably with experience on Qube/Aspasia.

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