

Job Title:
Portfolio Manager

Summary of role:

You will be responsible for ensuring that your portfolio runs smoothly. This role reports into the Customer Services Team Leader.

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.
- 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 and communicating these to the Senior Property Manager.
- 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.

General requirements:

- Understanding of the property management process with a proven background within property management.
- Upkeep of Qube 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 Customer Service Team Leader

Experience and qualifications:

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

Salary: £27,000-£32,000 p/a

Commission Structure: 5% performance based bonus annually paid 6 monthly based on KPIs (2.5% per 6 months)

Regent Property

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