**Property Manager Role**

Castleford Management is a long established company and provides a professional property management service across Dorset, Hampshire and the Isle of Wight to nearly 200 blocks of flats. Castleford, whose office is based in Poole, manage a complete range of properties including prestigious developments of apartments in Bournemouth, Poole, Poundbury and Southampton. Castleford is now looking for a property professional to join the team. The post of Property Manager is an important role as it is the primary point of contact with our customers to whom we want to give great customer service.

**Responsibilities:**

* Preparation of service charge budgets, obtaining approval from clients to agreed deadlines.
* Quarterly reviews and utilising methods to maintain budgetary control for service charges.
* Approval of works and supplier invoices within agreed deadlines.
* Respond to information requests in a prompt and timely manner internally and externally to stakeholders.
* Maintenance of a site inspection schedule for managed portfolio, undertake visits according to schedule.
* Arrange, attend and record client meetings and RMC AGM’s including evening meetings.
* Ensure all client developments and buildings are properly maintained and monitored, including appointment of contractors to carry our repairs and maintenance.
* Prepare and agree the scope of works for repairs and instruct surveyors/contractors as appropriate.
* Process Section 20 consultations as agreed in covenants contained within the property lease agreements.
* Review insurance cover of developments on a periodic basis to ensure they have adequate levels of cover.
* Work with other departments to ensure service charge accounts are prepared, approved and distributed in a timely manner to resident in line with statutory obligations.
* Promote the company website and direct all residents to register their details and use this service for payments, general enquiries and for obtaining standard forms.
* Ensure photos of all developments are uploaded following handover and/or site visits.

**Person Specification and skills**

·A successful track record in residential property management or a similar field

* A good knowledge of service charge budget formulation and approval
* An understanding of and track record of block management is highly desirable
* A good knowledge of Section 20/major work consultation processes.
* You must be a self-starter, proactive, organised, with good attention to detail
* Great communications skills, both written and oral
* Driving License

Contact: Natalie Bendell

Reference: CF/PM

Job ID: 79438276