L&Q Group

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Role title | **Property Manager (RTB)** | | | | | | | Date | | | 16/07/2025 | | |
| Reports to Title | Team Manager – London Living Rent, Rent to Buy and Keyworker Services | | | | | | | Version | | | 1 | | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** | |  | **Enhanced +** | | |  |
| **Responsibility for End Results** | | | | | | | | | | | | | |
| *Purpose:*  As a Property Manager within L&Q’s expanding **Rent to Buy** portfolio, you will take full ownership of a designated patch, ensuring optimal performance across all aspects of property and tenancy management. This includes but is not limited to overseeing **lettings, tenancy sustainment, housing management, revenue collection, and void turnaround**.  You will be the key point of contact throughout the **customer journey**, being an advocate and point of contact for customers, managing **anti-social behaviour (ASB) cases**, and collaborating with external stakeholders to identify and act on **subletting concerns**.  A proactive approach to **risk management** is essential, particularly during **new build handovers**, where you will ensure compliance and monitor scheme performance. A strong knowledge of housing legislation, tenancy types and landlord responsibilities is essential and will help reduce the risk of reputational, legal or financial impacts to L&Q.  Your role will also involve supporting the **Lettings Team in London** with initial and document viewings, ensuring a smooth onboarding experience for new residents. You will contribute to the delivery of departmental **KPIs**, while maintaining a strong focus on **customer service excellence**.  A deep understanding of the **Rent to Buy product** is crucial, along with a passion for helping residents transition into **home ownership**. You will also ensure that all homes in your portfolio are maintained to a high standard, aligning with L&Q’s commitment to quality and resident satisfaction. | | | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions  necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | | ***Time (%)*** | |
| 1. Act as the first point of contact for RTB residents, advocating for their needs and ensuring a positive and excellent tenancy experience. | | | | | | | | | | | |  | |
| 2. Ensure properties are well-maintained through effective management of reactive repairs and void works, with a focus on customer satisfaction | | | | | | | | | | | |  | |
| 3. Monitor market risks, tenancy legislation, and collaborate with stakeholders to detect and address subletting or misuse of properties. | | | | | | | | | | | |  | |
| 4. Maximize income and minimize costs through proactive tenancy and asset oversight, escalating concerns with a solution-focused approach. Ensure all activities comply with statutory, regulatory, and internal governance requirements. | | | | | | | | | | | |  | |
| 5. Ensure all activities comply with statutory, regulatory, and internal governance requirements. | | | | | | | | | | | |  | |
| 6. Maintain accurate and up-to-date records, ensuring all documentation is properly stored and accessible. | | | | | | | | | | | |  | |
| 7. Identify and manage risks within the portfolio, particularly during new build handovers and scheme performance monitoring. | | | | | | | | | | | |  | |
|  | | | | | | | | | | | |  | |
| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | | | | | | | | | | |
| They will authorise maintenance works – reactive and planned. | | | | | | | | | | | | | |
| They will monitor arrears levels to ensure quick and decisive action is taken. | | | | | | | | | | | | | |
| We are responsible for ensuring an operating margin of 75% across the portfolio so it is important that Property Managers monitor expenditure. | | | | | | | | | | | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | | | | | | | | | | |
|  | | | | | | | | ***Direct Reports*** | | | ***Indirect Reports*** | | |
| **Total Employees** | | | | | | | | 0 | | | 0 | | |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities | | | | | | | | | | | | | |

|  |
| --- |
| **Knowledge, Skills and Abilities** |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. |
| 1. Demonstrable knowledge of the Assured Shot-hold Tenancy Legislation and proven experience of the letting market within the Manchester districts – **Essential**. Gained within a reputable large estate/letting agency – **Desirable** |
| 2. Exceptional organisational and presentational skills, written and verbal – **Essential** |
| 3. Proven track record in delivering on objectives within a demanding ‘customer focused’ commercial environment – **Essential** |
| 4. Able to demonstrate exceptional customer service skills – **Essential** |
| 5. Able to demonstrate a record of continuous personal development – **Essential** |
| 6. Able to define priorities and delivery in a demanding environment – **Essential** |
| 7. ARLA qualifications – **Desirable** |
| 8. MS Office Suite – **Essential** + full clean driving licence – **Essential** |

|  |
| --- |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions |
| **Impact** |
| * We measure what we do by the difference we make |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |