L&Q Group

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| 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 functionsnecessary 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. |  |
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| **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 |

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| **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** |

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| **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
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| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm
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| **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
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| **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
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