



Information pack for the post of  
**Residential Property Manager**

Job reference number 1286

**Closing date: Wednesday 3 December 2025 (noon)**

Interview date: Tuesday 16 December 2025

**Guidance on completing the application form.**

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

**Disclosure and Barring Service (DBS)**

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

[www.gov.uk/disclosure-barring-service-check](https://www.gov.uk/disclosure-barring-service-check)

**Politically Restricted Post**

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

**Additional Clearance**

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

## **Referees**

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

## **Evidence of information provided in your application form**

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

## **Equality and diversity**

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

## **Eligibility to work in the UK**

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

## **What happens after I submit in my application?**

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail [recruitment@spelthorne.gov.uk](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using [www.surreyjobs.info](http://www.surreyjobs.info)

**surreyjobs.info**  
A revolution for Public Sector jobs in Surrey  
[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)





## **Residential Property Manager**

**Salary £39,051 to £42,659 pa plus Essential Car User Allowance**

**Full time 36 Hours**

Are you passionate about delivering an excellent housing service and ensuring our residents are supported in their homes? We are looking for a Residential Property Manager to join our team and play a key role in managing our residential portfolio.

We are a forward-thinking local council, committed to providing high quality housing solutions for our residents. We have a wholly owned council housing company, Knowle Green Estates Ltd, which has a portfolio of properties. These properties provide affordable accommodation to residents. The company also owns a small number of private and keyworker properties. We also manage properties which are used as Temporary Accommodation, which assists with addressing the housing need in the borough.

You will be working as part of a dedicated team committed to delivering an excellent service and making a difference in residents' lives.

What we're looking for from you:

- A proven track record in delivery of property management and tenancy sustainment for affordable housing, with a focus on maximising income, minimising voids, and providing a high level of customer service, or a similar housing support role.
- Good working knowledge of landlord and tenant law, health and safety, and welfare benefits.
- Determined, self-motivated, confident in handling complex situations, and an ability to work at pace.

For an informal chat about this post please contact Vicki Ellis, Residential Service Manager, on 07768 043297 or email [v.ellis@spelthorne.gov.uk](mailto:v.ellis@spelthorne.gov.uk)

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

Please note as part of the employment checks this post will be subject to a Basic Disclosure & Barring Service (DBS) check.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Closing date: Wednesday 3 December 2025 (noon)

Interview date: Tuesday 16 December 2025

**To apply please use the 'apply online' button below.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

*Working towards equal opportunities*

**Strictly No Agencies**

## Job Description

**Date Prepared:** October 2025

**Post Title:** Residential Property Manager

**Post Number:** 2210                      **Grade:** M1

**Directorate:** Asset Management

**Section Head:** Group Head Assets

**Report To:** Residential Service Manager

**General Duties:**

- To ensure tenants meet their obligations and that the Council's interests are protected, taking legal action where appropriate
- To maximise income collection and minimise voids
- To provide tenancy sustainment to residents where required, giving advice to maximise their income and minimise costs.
- Where required, to provide advice to Council Officers and Councillors on residential property management.
- To provide reports and performance information as requested.

**General Responsibilities:**

**Equal Opportunities:**  
The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**GDPR:**  
The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**Health and Safety:**  
The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

### **Particular duties and responsibilities:**

- 1.To source and approve applicants for the Residential Portfolio, ensuring properties are let in line with performance targets set.
2. Working with the Finance Team, to ensure income is maximised, monitoring rent accounts, supporting residents and taking legal action where necessary.
3. Working with the Building Services Team, to manage the estates and ensure residents comply with the terms and conditions of their tenancy agreement.
- 4.To proactively identify and engage with residents who require support to sustain their tenancy, working with them to discuss their options, and make an action plan to sustain their tenancy, through regular home visits and monitoring. To provide support in areas including setting up utilities, applying for financial assistance and accessing local amenities. To refer to specialist agencies and services where appropriate.
5. To be proactive regarding safeguarding vulnerable adults and children, ensuring that services are informed of concerns, and referrals made.
6. To challenge and resolve any breaches of tenancy agreement, ensuring anti-social behaviour is managed effectively.
- 7.To promote resident involvement among residents in all tenures, obtaining regular feedback to shape future services and improve customer satisfaction whilst providing the highest standards of service delivery.
8. To provide regular performance management information on residential income and tenancy management issues.
9. Working with the Residential Service Manager, to implement and maintain processes and procedures relating to the management of the Residential Portfolio.
10. To develop and maintain effective relationships with services across the Council to ensure that the Residential Management team delivers corporate aspirations. To network and liaise with other agencies who may be appropriate to the resident's situation, for example children's services, adults' services, police, benefit departments.
11. This job description is not intended to be an exhaustive list of activities but rather an outline of the main areas of responsibility
12. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

## Person Specification

**Post: Residential Property Manager**

**Post number: 2210**

| Key job requirements                                                                                                                  | Desirable/<br>essential | Testing<br>mechanism      |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------|
| <b>1. Skills</b>                                                                                                                      |                         |                           |
| Proactively resolve issues to minimise risk.                                                                                          | Essential               | Application/<br>Interview |
| Team player with good influencing skills, and able to bring teams together to work effectively.                                       | Essential               | Application/<br>Interview |
| Able to see quickly what needs to be done to improve the robustness of systems, process and procedures.                               | Essential               | Application/<br>Interview |
| Analytical – able to interrogate and challenge data and financial information.                                                        | Essential               | Application/<br>Interview |
| Quickly achieve trust and successfully build effective relationships.                                                                 | Essential               | Application/<br>Interview |
| Project Management skills                                                                                                             | Desirable               | Application/<br>Interview |
| Have strong established networks                                                                                                      | Desirable               | Application/<br>Interview |
| Excellent time management and organisational skills.                                                                                  | Essential               | Application/<br>Interview |
| Ability to keep clear and concise case notes, showing a clear trail of activities and outcomes                                        | Essential               | Application/<br>Interview |
| <b>2. Experience</b>                                                                                                                  |                         |                           |
| Recent/current experience of managing a mixed tenure residential property portfolio, housing support, or other equivalent experience. | Essential               | Application/<br>Interview |
| Proven track record of working with internal and                                                                                      | Essential               | Application/<br>Interview |



**Post: Residential Property Manager****Post number: 2210**

| <b>Key job requirements</b>                                                                                      | <b>Desirable/<br/>essential</b> | <b>Testing<br/>mechanism</b> |
|------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------------|
| external teams/partners to deliver effective residential property management                                     |                                 |                              |
| Experience of implementing new systems and processes                                                             | Desirable                       | Application/<br>Interview    |
| Working in a political environment (including building relationships with councillors)                           | Desirable                       | Application/<br>Interview    |
| <b>3. Knowledge</b>                                                                                              |                                 |                              |
| Practical experience in residential property management and a detailed understanding of the relevant legislation | Essential                       | Application/<br>Interview    |
| Detailed knowledge and experience of:                                                                            |                                 |                              |
| Relevant building, property and health and safety legislation                                                    | Essential                       | Application/<br>Interview    |
| Asset Management                                                                                                 | Essential                       | Application/<br>Interview    |
| Leasehold and Estate Management/Landlord and Tenant law                                                          | Essential                       | Application/<br>Interview    |
| Working knowledge of housing benefit, universal credit and other welfare benefits.                               | Essential                       | Application/<br>Interview    |
| <b>4. Qualifications</b>                                                                                         |                                 |                              |
| Educated to CIH level 4 or equivalent                                                                            | Desirable                       | Application                  |
| Full membership of a relevant professional body                                                                  | Desirable                       | Application                  |
| Valid driving licence and access to a vehicle                                                                    | Essential                       | Application                  |

**Post: Residential Property Manager**

**Post number: 2210**

| <b>Key job requirements</b>                                                                                                              |  | <b>Desirable/<br/>essential</b> | <b>Testing<br/>mechanism</b> |
|------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------|------------------------------|
| <b>5. Personal Qualities</b>                                                                                                             |  |                                 |                              |
| Determination - adapt to successfully deal with a variety of situations and handle interpersonal relationships effectively               |  | Essential                       | Application/<br>Interview    |
| Self-motivated – able to reflect on own practice and use criticism in a positive way                                                     |  | Essential                       | Application/<br>Interview    |
| Problem solving skills - Can confidently take control of situations, anticipate potential problems and take effective pre-emptive action |  | Essential                       | Application/<br>Interview    |
| Analytical – able to interrogate data and develop processes and systems                                                                  |  | Essential                       | Application/<br>Interview    |