

## Senior Residential Property Manager (Leasehold)

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Company: CBRE

Location: London Area

Category: sales-and-related

This position is full time, permanent and hybrid working based in Henrietta House, London. Introduction CBRE are seeking an experienced, customer focused Senior Property Manager to act for a range of clients and to oversee the management of prestigious and growing mixed use portfolios. This is an exciting, high-profile and fast-paced role. To succeed, the person in this role will need experience delivering residential leasehold property management services to modern mixed-use developments and excellent knowledge in the laws, standards and best practices which govern residential leasehold management. ABOUT THE TEAM This role sits within the Property Management Central London Team reporting directly to the Associate Director, Residential Property Management. This wider team includes Client Directors, Commercial Property Managers, site-based teams (Estate Manager, Building Manager etc), Client Accountants and Corporate Function teams that centrally govern and support the delivery of all CBRE client services. In addition to the Central London Team's core delivery strategy, you will be marketed as part of the Residential Mixed-Use-Sector expert team within CBRE and therefore, you will champion and promote the delivery of exceptional customer service across all CBRE offices. People are what make our service special, and we therefore invest considerable time in development and training. With access to CBRE's International platform and Global Best Practices you will have the opportunity learn from some of the best property managers in the world. Role Purpose You will be a key contact for residential leaseholders on all elements of the mixed-use services and budgets. You will ensure that management services delivered by CBRE are safe, compliant, fairly and reasonably priced and in adherence to our management

agreement. You will support the Associate Director and other senior team members responsible for governing department-level strategies and you will make recommendations and reports into senior managers on any issues or opportunities arising, where a decision, action or change in strategy would benefit clients, customers or the organisation. You will work with other members of the team who may require supervision, direction, support and oversight, using core management skills and our organisation's policies to lead, motivate and develop the team, as well as ensuring their own deliverables and workflows are aligned to wider strategies and business standards.

**Key Responsibilities**

Day to day operations, establishing and maintaining standards, goals, objectives and priorities, ensuring the property is always maintained within reasonable cost parameters, contributing to a quality, safe and healthy residential environment

Ensure effective and active asset management of the residential elements (including any Registered Providers/Affordable Housing elements) to include financial performance e.g. cost control, revenue strategies, and debt control

Where applicable, prepare building service charge budgets for presentation, in conjunction with estate, to Client and Leaseholders ensuring accuracy, robust apportionment reasoning and supporting benchmarking processes and data

Work closely with CBRE Commercial Surveyors, FMs and Procurement Teams to understand and advise on estate-wide service charge budgets ensuring these are prepared and issued in accordance with legislation and in a timely manner

Ensure tight financial management of rents, service charges and insurance premiums ensuring all management and ad-hoc fee invoices are raised in accordance with contracts and paid promptly

Undertake regular property inspections and prepare report for distribution to the Client, ensuring client reports are prepared to the correct specifications and issued in accordance with agreed timescales

Assist in the maintenance of a best practice Property Management System (i.e. management of Training/Tenant portals/Automation/Templates/Compliance/Access Control etc)

Working with our FM team and building managers taking the necessary action to ensure all sites are fully compliant with legislative and procedural requirements and ensure consistent service delivery

Review and where necessary produce building management strategies

Where applicable, monitor monthly performance of Managing Agents against the annual property budget, contract terms and conditions and KPI management

Monitor credit control and ensure best practices

Be proactive and support EH&S, and Sustainability strategies

Landlord and Tenant liaison and management of lease obligations across the portfolio

Ensure compliance with PMA, Lease

terms, L&TA, RICS code of conduct, H&S Legislation and other legal/professional governance

Work with Building Management team to support Community Investment strategy/delivery and day to day operations

Attend Client and leaseholder meetings as required, with some attendance out of office hours where reasonably necessary

Apply professionalism, accountability, and integrity in all dealings for and on behalf of clients and within CBRE

Maintain industry best practice and showcase Residential environment, carrying out tours to potential clients, industry, other external visitors

Participate as directed in departmental strategies/projects and departmental business development activities

Support and provide input into the Asset Management strategy for the Residential Mix Use Portfolios working closely with the senior team members

**Skills Required**

UK residential leasehold management experience

Experience in a block Residential Management role on mixed use schemes, with wide knowledge of the property management industry, contract management principles and process, property and facilities management principles, and relevant legislation

Experience of working with Registered Providers

Experience of managing high-rise buildings and buildings delivered using modern construction methods and materials, including buildings served by district heat networks, Building Management Systems and other modern MEP systems.

MIRPM and AssocRICS qualified with a compliant CPD record

**IOSH Managing Safely**

Relevant tertiary qualifications combined with advanced subject matter knowledge across the function with people management skills. Strong legislative knowledge and understanding of leases

Computing skills with capabilities in using Microsoft Outlook, Word, Excel, and Power Point.

Strong numerical and financial management skills combined with the ability to analyse reports and present to senior stakeholders.

People management and leadership skills, with the ability and motivation to supervise and develop team members

Forward thinking and proactive

Excellent presentation skills

**Person Specification**

Excellent interpersonal skills, verbal and written

Ability to prioritise and meet deadlines

Maintains positive attitude within themselves and their wider team

Accurate with exceptional attention to detail

Pro-active and enjoys working autonomously and as part of a wider team

Confident and passionate team player who deals effectively with colleagues and clients

Flexible approach to work, including the requirement to attend evening meetings with customers where necessary.

Interpersonal and analytical skills including the ability to facilitate communication with a range of different stakeholder groups and to flex communication styles to yield positive interactions. Understands and appreciates the importance of using discretion and when confidentiality and other protective processes

must be applied to written, verbal and electronic communications. We believe in dynamic and different approaches in building effective teams and excellent client care. This role is no exception, and a successful candidate will be energetic and professional with the opportunity to deliver excellent client care and results. This is an important role working in a focussed team but together with the wider resources of the firm for one of our highly valued and longstanding clients. EQUAL OPPORTUNITIES We are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

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