

Tenancy Manager

We are looking for a **Tenancy Manager** to join our established Tenancy team, within our service operations department

Doing what?

You will play a crucial role in ensuring the smooth operation of our in-house maintenance and cleaning teams and liaise with our property managers team to ensure that the property maintenance and cleanliness are kept to a high standard and kept compliant with HMO legislation.

Want more details? Great - read on!

The role will need to be organised and detailed orientated to ensure quality of work. You will be working closely with your designated Property Manager who deals with the emergency issues for the same portfolio, liaising with the in-house building teams as well as the BDM teams on new properties taken on by the company.

Key Responsibilities and Accountabilities:

- Oversee the management of our growing portfolio of rental properties across London.
- Schedule and manage the cleaning team and their rotas to ensure each property within your portfolio is cleaned every 4 weeks.
- Book check-outs and check-in for tenants at tenancy start and end.
- Schedule and manage any non-urgent maintenance repairs with the maintenance team, arranging their rota accordingly and liaising with the Property Manager and other departments regarding other maintenance requirements and overall maintenance team rota.
- Manage tenants' expectations of repair timeframes, ensuring they are kept up to date regularly.
- To meet deadlines of having Gas Certificates, EICR and EPC's completed before expiry.
- Good understanding of maintenance issues and an idea of completion priority timeframes.
- Supply relevant paperwork for parking payments and supplies invoices to relevant departments.
- Arranging keys and key fobs for cleaners and maintenance staff, ensuring all are checked in and out and accounted for at all time; ensure you know who in what department has them, why and that that all the keys are accounted for at all times.
- Send detailed daily on time reports of before and after with video/photo proof to teams, managers, and relevant departments; relevant systems and apps are updated with information.
- Strong organisation skills and the ability to handle multiple tasks and prioritize efficiently.
- Strong attention to detail and customer service orientation.
- Strong problem-solving skills, able to identify potential future issues and think outside the box.
- Have a good understanding and experience of H&S and best practice.
- Any additional requirements needed with business and market changes.

Skills required:

- Excellent communication skills, very good English oral and written skills.
- Able to work to tight deadlines and react to last minute changes.
- Be detail oriented and be able to notice and identify potential or future problem areas.
- Good hard work ethic, reliable with a good attitude.
- Supply relevant paperwork for parking payments and supplies invoices to departments.

We offer our employee the following benefits:

Fresh fruit each day	Regular eye tests
1 day off on your birthday	1 wellness day off per year
Benefits Discount scheme	Additional holiday & SSP top up pay accrual with length of service
Shutdown between Christmas & New Year	
Summer party as well as annual Christmas party	