

Tenancy Manager

Working Hours: Full-Time 9am to 5pm & 1 Saturday per month.

This is a full time, fully office based role

We are seeking a enthusiastic highly motivated and well organised Tenancy Manager to join our busy, fast paced Tenancy Management team, if this sounds like you then why not join us!

About the role: You will play a crucial role in ensuring the smooth operation of our in-house tenancy service department to ensure that our properties are HMO compliant and our properties are kept to our required high standards. Due to this proactive, multi-faceted role, you will need to be organised and detailed orientated to ensure quality of work when working closely with the Property Managers team and other departments.

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 knowing 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 required information as per procedures.
- 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.
- a good hard work ethic, reliable with a good attitude.

We offer our employee the following benefits:

Government Pension scheme	Fresh fruit each day
Pension scheme	Regular eye tests
Staff Benefits Discount scheme	Staff Benefits-Discounts scheme
Additional annual leave and SSP top up pay accrual with length of service	
1 day off on your birthday & 1 wellness day off per year	
Company closer between Christmas and New Year	