



A M Arthan Ltd - Job Description

OVERALL JOB DESCRIPTION	
Job Title	Property Management Assistant (Maternity Cover)
Department	Property Management
Responsible to	Head of Property Management
Specifics	8.45 a.m. to 5.30 p.m. Monday to Friday You will be expected to work such additional hours as are necessary to successfully fulfil your duties.
Job Summary	To assist the Head of Property Management in all aspects of property management.
Key Performance Indicators	<ul style="list-style-type: none"> • The provision of exceptional customer service. • Accurate and detailed reporting. • Efficient and effective management of properties. • Adherence to relevant property management laws. • Development of the property management department. • Maintain good relationships with landlords and tenants
PERSONNEL SPECIFICATION	
Qualifications	<ul style="list-style-type: none"> • No specific qualifications are required but a relevant qualification in residential lettings or estate agency will be an advantage.
Key Competencies	<ul style="list-style-type: none"> • Efficient and effective communication with all relevant parties. • Efficient and effective property management. • Effective problem solving. • Ability to assist in the development of the property management department.
Skills and Knowledge	<ul style="list-style-type: none"> • Knowledge of residential letting and property management, including relevant law. • Excellent communication skills. • Effective problem solving skills. • Efficient IT skills including Word, Excel and Outlook. Training will be given on specific property management software.
Experience	<ul style="list-style-type: none"> • No specific experience is required but knowledge of residential lettings or estate agency will be an advantage.
Personal Qualities	<ul style="list-style-type: none"> • Bright, attractive personality • Effective organisational skills • Good time and attendance, reliability and commitment • Good communication and interpersonal skills • Ability to work on own initiative • Teamworking skills and approach to work • Practical approach to work with good common sense • Pro-active approach to work • Assertive and persistent.

7th July 2010

Property Management Assistant (Maternity Cover) JD

Motivation and Expectations	<ul style="list-style-type: none"> • Personal pride to work to ensure good results • Desire to be part of a winning team
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DETAILED DUTIES	
Property Management	<ul style="list-style-type: none"> • To update the Management system with all relevant information (Landlords, Tenants and new lets) and to accurately record all details of tenant and landlord communication, to ensure that colleagues are aware of current issues. • To arrange inspections at managed properties, ensuring efficient and accurate reporting to Landlords. • To liaise with Landlords, Tenants and Contractors regarding work to be carried out at properties. This will include obtaining quotes placing orders with contractors and following up to ensure that work has been carried out to an acceptable standard. • To liaise with utility companies and service providers as necessary. • To ensure Landlord Gas Safety Certificates are up to date using a diarised system, ensuring that Certificates are in place before letting a property. • To record and update contractor information and ensure that barbers Terms of Business are adhered to. • To provide cover for other members of the Property Management team, when they are out of the office or for holidays and sickness.
Accounts	<ul style="list-style-type: none"> • To enter purchase orders onto the Management system and update for accounting purposes.
Reporting	<ul style="list-style-type: none"> • To provide accurate property management information as requested.
General	<ul style="list-style-type: none"> • To deal efficiently and effectively with correspondence regarding managed properties, including telephone queries. • To carry out any other relevant Property Management duties as requested.