



Job Title:	Property Maintenance Coordinator (MATERNITY COVER)		
Department/Group:	Property Maintenance	Location:	Hereford
Level/Salary Range:	£19,000	Position Type:	Full Time (Temporary)
Company Car:	No but company pool car may be available for use		
Line Manager:	Property Maintenance Manager		

Overview:

A HIGHLY MOTIVATED INDIVIDUAL WITH AN EYE FOR DETAIL, GOOD AT PROBLEM SOLVING AND THE DESIRE TO SUCCEED AND THE WILLINGNESS TO GO THE EXTRA MILE. CUSTOMER SERVICE IS AT THE HEART OF ALL YOU DO, YOU LOVE TO DO THINGS YOURSELF BUT ARE ALSO A GREAT TEAM PLAYER.

Job Description

ROLE AND RESPONSIBILITIES

TO ASSIST WITH MANAGEMENT OF OUR PROPERTY PORTFOLIO OF MANAGED PROPERTIES IN ORDER TO MAXIMIZE THE RETENTION OF PROPERTIES AND CLIENTS. YOU WILL WORK CLOSELY WITH AND SUPPORT THE LETTINGS TEAM TO ENSURE THAT ALL TENANCIES RUN SMOOTHLY AND MAINTAIN THE COMPANY’S BRAND AT ALL TIMES.

- Deal with the management of all property maintenance issues.
- Liaise with landlords, tenants and contractors for maintenance works to be carried out on properties.
- Keep landlords informed on a regular basis regarding the progress of maintenance works.
- Arranging Gas Safety Test Certificates and all other legal documents to ensure that all managed properties are legally compliant.
- Manage team diary and ensure that all property inspections and appointments are completed on time.
- Arrange property inspections for the Property Compliance Officer.
- Carry out and prepare inspection reports when necessary
- Arrange inventories, check outs and EPCs for the Property Compliance Manager.
- Report findings of reports to landlords and arrange remedial works and follow-up visits if required.
- Ensure all contractors have current Liability cover and carry out periodic inspection of completed works to ensure that they are fit for purpose, competitive and to an acceptable high standard.
- Process contractor invoices for payment.
- Prepare new tenancy agreements and all relevant documents for move ins.
- Advise utility companies of new tenancies or change of occupants.
- Manage all tenancy renewals and rent increases.
- Manage deposit returns and disputes.
- General administration and filing duties.
- Assist with the day to day duties in the lettings department by dealing with telephone, email and portal enquiries.
- Carry out viewings on behalf of the lettings department when necessary.
- Take an active part in team discussions.
- Prepare and report performance figures to the Directors when required.

QUALIFICATIONS AND EDUCATION REQUIREMENTS: Math’s and English at a minimum of C pass at GCSE level

PREFERRED SKILLS: Current clean driving license, computer literate, strong communication skills both oral and written, organised and able to prioritise workload, ability to handle difficult situations

ADDITIONAL NOTES: Experience preferred