



Job Description

Job Title:	Residential Property Manager
(Location:	Hatfield Park Estate Office, Hertfordshire
Contract:	Full Time
Hours:	Core hours; 09.00 - 17.30, Monday – Friday Occasional requirement for attendance at meetings or viewings outside of core hours.
Reporting to:	Head of Property (Hatfield)
Start date:	By agreement

Background and place of work

Gascoyne Estates own and manage extensive private family property holdings within London, Hatfield in Hertfordshire and Cranborne, Dorset.

Hatfield Estate is managed by a dedicated management team based at the Estate Office, located within Hatfield Park, a short distance from Hatfield House, home to the 7th Marquess and Marchioness of Salisbury.

The Hatfield portfolio encompasses properties of almost every possible age, shape and size. Residential properties range from period farmhouses and cottages through to townhouses and flats; commercial properties range from a variety of office premises to retail and storage units. The majority of the portfolio is held under AST agreements and commercial leases, however there are a significant number of regulated, pensioner and staff properties; licences and other quasi-agreements.

Gascoyne takes pride in acting as a professional landlord and encourages a positive working relationship with its tenants and customers.

Summary of the Role

An enthusiastic and knowledgeable individual is required to oversee the management of Hatfield Estate residential property. Reporting to the Head of Property and with the support of an administration assistant, the role involves managing all daily and routine aspects of the portfolio. This includes dealing with prospective and current tenants and liaising with the Building Department to coordinate repairs, routine and emergency maintenance. Routine departmental management tasks include marketing of property, monitoring rental accounts, re-charging for services, arranging regular inspections, insurance record keeping, asset valuations, tenancy renewals and rent reviews.

The Residential Property Manager is a key member of the Estate Property Team. Whilst performing their core duties, it is also important that the role is understood in the context of the wider business.

The business aims to ensure that the management of the residential portfolio is wholly aligned with the wider business strategy. This latter aims to ensure consistency across all areas of the business including shared goals of maintaining high standards, reviewing core and non-core assets; routinely benchmarking and analysing performance, planning for new homes and commercial space; embracing the principle of community engagement and more generally ensuring that the reputation of the Estate and Gascoyne as a whole is upheld.

Main Responsibilities / Duties

The successful applicant will report to the Head of Property. Responsibilities and tasks will include:

- Proactively determining and agreeing the day to day running of the residential portfolio in line with the wider business strategy, agreed budgets and other targets.
- Assisting in the marketing and advertising all property with the aim of maintaining standards, letting in timely manner whilst planning to ensure days vacant are minimised.
- Responsibility for timely updating of the website and other online media and marketing
- Ensuring viewings of residential properties are well managed.
- Undertaking due diligence in respect of new lettings.
- Working with the Building Department to ensure budgeting and appraisals are aligned.
- Raising rent demands, reviewing rents and chasing arrears in a consistent and commercial manner.
- General office duties, including maintenance of filing, systems and databases
- Managing a maintenance database of estate property in coordination with the Building Department.
- Assist in keeping insurance and other records up to date.
- Maintain systems whilst monitoring legislation to ensure that the portfolio follows best practice and legally compliant.
- Recharging for various services and/or utilities.
- Overseeing of maintenance contracts for regular events (eg, septic tank emptying, boiler servicing etc).
- Balancing a commercial approach with broader Estate values when agreeing and negotiating tenancies.
- Working closely alongside the Administration Assistant to ensure efficient day to day function of the Property team.
- Acting as an ambassador of the Estate.

Essential Skills and Attributes

- Characterful, motivated, self-starter with an ability to multi-task and prioritise workload.
- Proficient in MS Office, common IT platforms and with strong skills in numeracy and written English.
- Demonstrable experience in property management.
- Well organised with ability to work on own initiative and to realistic targets, budgets and deadlines.
- Demonstrate enthusiasm for the role, with a desire to make a broader contribution.
- Strong communicator, with confidence and tact in dealing with tenants, contractors, colleagues and wider staff.
- A good eye for detail and presentation.
- A willingness to develop new skills.
- The ability to work independently in a professional business environment.
- A clean UK Driving licence

Desirable Skills and Attributes:

- A relevant professional qualification (RICS, ARLA or equivalent) would be beneficial but is not essential.
- A knowledge of Hertfordshire, its local context, characteristics and market
- Passing knowledge of buildings and common defects.

How to Apply

Please send your CV and a covering letter, either by email or post, to:

Jessica Green, EA to CEO,
Gascoyne Estates,
Hatfield Park Estate Office
The Melon Ground
Hatfield
AL9 5NB

E-mail; j.green@gascoyne.org

Closing date: 20th September 2019

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