

**JOB TITLE:** Assistant Property Manager (without portfolio)  
**LINE MANAGER:** Property Manager/Team Leader  
**DEPARTMENT:** Property Manager



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## AIM OF POST

The main purpose of the Assistant Property Manager is, to assist the Property Manager in ensuring the effective management of an assigned property portfolio by providing efficient and accurate administrative support for the day to day running of each block or development within the portfolio.

## MAIN DUTIES AND RESPONSIBILITIES:

### General Accountabilities

- Lead by example, adopting Rendall & Rittner policies, procedures and values
- Constantly strive for continuous improvement.
- Delivering excellent customer service.
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices.
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism.

### Role Specific Accountabilities

- Assist in the day to day maintenance of a block or development.
- Oversee day to day, contracted and cyclical maintenance.
- Manage electronic data and e-mails and ensure all client files are updated.
- Deal with flat owners/tenants queries verbally and in written form.
- Deal with on-site staff and related staff issues in the first instance and pass on to HR Department.
- Issue service charge and ground rent application for payments.
- Liaise with the credit control department to chase for arrears.
- Assist in the production of budgets, including reserve funding for the forthcoming year
- Carry out regular site visits to ensure all buildings are in good order.
- Circulate information to residents concerning management issues.
- Ensure Health and Safety actions are carried out in a timely manner after an audit is issued.
- Log insurance claims and liaise with the insurance department to ensure the claims are completed.

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- Update the solicitors enquiry packs with new budgets and notices as soon as they are made available.
- Prepare and sign off and obtain approval of the weekly invoice folder.
- Deal with any other property issues that may arise within the team.

## **REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY**

- Excellent verbal and written communication skills.
- High attention to detail and prioritisation skills.
- Ability to work within tight and conflicting timeframes.
- Experience in working effectively in a team, along with can do attitude and practical approach to your work.
- Relevant IRPM qualifications, or willingness and ability to obtain this.

## **KEY BEHAVIOURAL COMPETENCIES**

- **Safety**  
Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.
- **Professionalism**  
Demonstrating a methodical approach to work, including planning and organising oneself and others, in order to deliver work and prevent future problems.
- **Integrity**  
Persuading, convincing or influencing others to get buy-in and win - win outcomes. It requires the ability to plan how to win support, gain co-operation and overcome barriers using a variety of approaches. It is also having the strength of character not to be dissuaded from following agreed procedures, and raising to senior personnel any integrity concerns.
- **Respect**  
Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.
- **Innovation**  
Continuously seeking areas for improvement, being open and adaptable to change driven by both internal and external factors; setting the bar higher to raise standards and secure competitive advantage. The commitment to achieve results, displaying persistence to overcome identified obstacles and the personal drive and determination to deliver desired outcomes.
- **Teamwork**  
Working co-operatively and productively with others; openly exchanging information and supporting colleagues from around the organisation to achieve business goals.

## SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

*The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.*

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: