

Job Description

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| Job title | Property Manager - Market Rent |
| Profession | Customer & Community |
| Band | E |
| Directorate | CCO (Customer) |
| Accountable to | Senior Housing Operations Manager - Market Rent |

Job Purpose:

The role is responsible for delivering a high-quality property management service to market rent tenants. Ensure the efficient letting, management, and maintenance of market rent properties, maximising rental income, minimising void periods, and ensuring high levels of customer satisfaction.

The role will work with colleagues across our Locality teams, related Customer functions and support services, and collaboratively champion our SNG values. Responsible for maintaining high data quality, ensuring that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management of all compliance elements within your defined areas.

Through financial and operational reporting, compliance with all legal and regulatory requirements, and effective stakeholder management, the role will ensure that our accommodation is managed in line with contractual obligations, regularly identifying service improvements, and maintaining high data quality in our customer and property systems.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction of the Head of Specialist Housing and the Senior Housing Operations Manager - Market Rent, this role will deliver key accountabilities. Responsible for ensuring our market rent housing provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Contribute to the income generated across market rent and minimise expenditure.
- Manage all pre-tenancy and post-tenancy activities, including tenant vetting, referencing, pre-tenancy inspections, check-ins, tenancy sign-ups, and post-tenancy deposit release processes.
- Oversee void properties, carry out viewings, ensuring they are marketed effectively and re-let quickly to minimise vacancy periods.
- Ensure properties meet required health and safety standards before letting, including arranging statutory inspections and compliance checks (e.g., gas safety, EPCs, electrical checks).
- Conduct routine property inspections to maintain high standards and ensure compliance with tenancy agreements.
- Respond promptly to tenant inquiries and complaints, providing high-quality customer service and resolving issues efficiently.

- Coordinate and attend viewings and signing of tenancies, organising your own time and workload to achieve deadlines and targets, adopting a flexible approach to cover areas of work for colleagues as requested.
- Monitor rent collection, service charges, and arrears, ensuring effective credit control measures are in place.
- Support the Senior Housing Operations Manager - Market Rent and Finance team to ensure accurate financial reporting, budgeting, and forecasting for market rent properties.
- Identify and implement cost-saving opportunities while maintaining property standards and service quality.
- Oversee planned and reactive maintenance, ensuring repairs are completed on time and to the required standard.
- Work with colleagues, contractors and suppliers to ensure quality service delivery and value for money.
- Ensure compliance with all relevant legal and regulatory requirements, including health and safety regulations, landlord and tenant law, and building maintenance obligations.
- Report and escalate any building safety or compliance concerns.
- Develop and maintain positive relationships with tenants, contractors, internal and external stakeholders.
- Work collaboratively with colleagues across SNG to ensure a seamless and integrated service for residents.
- Represent SNG at meetings and events related to market rent housing.
- Identify opportunities to enhance service delivery, customer satisfaction, and operational efficiency.
- Support the strategic aims of SNG, including any initiatives related to the future of market rent properties.
- Collect and analyse customer feedback to drive continuous improvement in property management services.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Understanding of contracts (tenancies, estate services and maintenance), how terms are applied, implemented, monitored and how breaches are dealt with appropriately.
- Understanding of Internal and external stakeholder partnership working.

- Understanding of the roles of agencies and stakeholders and how to resolve issues using an interagency/departmental approach.
- Knowledge of private, keyworker, leasing or social housing sector housing management or similar field with associated good practice and legal framework.
- Experience of delivering housing management services or a similar field.
- Ability to provide timely and high quality written and verbal communication to residents, property owners and other stakeholders.
- Experience in delivering customer services to a diverse range of customers and with a broad level of service. High levels of problem-solving skills.
- Strong Communication Skills.
- Ability to manage challenging situations and resolve disputes and conflict.
- Approachable, empathetic, reliable and flexible.
- Ability to take personal ownership and accountability for actions taken.
- Proficiency in housing management systems and Microsoft Office.

Desirable

- Ability to impact assess and to understand the difference between ‘major’ and ‘minor’ data issues.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Understanding of internal and external stakeholder partnership working and how to resolve issues using an interagency/departmental approach.
- Experience of delivering housing management services or similar field with associated good practice and legal framework.
- Experience managing and resolving challenging disputes.
- Knowledge and skills in practices and procedures applicable to the role, key principals and differences between different types of tenancy agreement.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

| Version | Job code | Author | Date created/modified | Effective date |
|----------------|-----------------|---------------|------------------------------|-----------------------|
| 1.0 | 4780 | Corrine Daley | 16/05/2025 | |
| 2.0 | | | | |