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## JOB DESCRIPTION PROPERTY MANAGERS

**Location:** Fizzy Stepney & Fizzy Poplar, London

Fizzy Living is an exciting new residential property business. We offer good-quality rented accommodation, in easy-commutable locations, and a management service that makes life simple. Our target market is the 'Rentysomethings' – the young professionals, who are switched on to London-life, social-media and convenience lifestyles.

We're building a portfolio of residential properties; the first block was Fizzy Canning Town, a block of 75 apartments located as part of a larger development next to the station. The second block was Fizzy Epsom in Surrey, a block of 63 apartments located above the station. The third block was Fizzy Poplar, which is a 45 apartment block close to Canary Wharf And our fourth block is Fizzy Stepney, a 63 apartment block in the fashionable east End. All our buildings are brand new and well specified.

The Fizzy Living portfolio is a commercial subsidiary of Thames Valley Housing Association, in partnership with a large equity investor.

### **About the Role...**

You'll be the human face and on site presence of Fizzy at our new Stepney Green scheme and work alongside the company's Operations Manager.

Each of our existing schemes has a Property Manager, so we have some good experience of what is required, and you'll get plenty of support from them as you settle in to the job. The list below will give you an idea of what the job will consist of;

### **Sales Management** (with support of the Fizzy Operational Team)

- Professional meet and greet
- Manage a pipeline of potential new customers for relets
- Ensuring the cleanliness and security of the show apartments,
- Qualifying to lead enquiries quickly and thoroughly, converting them into viewings
- Converting viewings into tenancies and negotiating the best possible rental terms in line with target rents
- Managing prospective customers, from sign up through to the execution of tenancy agreements ensuring a warm welcome at move in.

### **Property Management** (with support from the Fizzy Operations Manager)

- Professional property management of the building by working to the company's Standard Operating Procedures.
- Managing service and maintenance contracts relating to the block and ensuring all planned maintenance is carried out efficiently and on time.



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- Being proactive to ensure a secure, safe and successful block of apartments.
  - Managing maintenance and service contractors delivering a high quality service in line with our brand aspirations.
  - Build a good working relationship with the management company responsible for the overall site management.
  - Carrying out daily inspections of all common parts of the building, proactively addressing issues as they arise.
  - Helping to ensure the building meets all health & safety requirements and fire risk assessments.
  - Assisting in delivering all Key Performance targets relating to property management.

### **Customer Service**

- Gain the respect and support of the building's residents, through delivering great customer service and living the Fizzy brand values.
- Prompt responses to tenant enquiries, through which ever channel they are received (telephone, email, face to face, twitter, facebook).
- Dealing with issues in a timely manner.
- Assisting in delivering all Key Performance targets relating to customer satisfaction , void periods, target rents and profitability.

### **Financial Performance** (with the support of the Fizzy Finance Team)

- Undertaking regular reviews of the local market, and identifying any rental uplift and additional income opportunities
- Ensure any rent arrears arising are promptly dealt with, in line with the arrears management procedure
- Helping manage void loss by maintaining a pipeline of potential new customers
- Managing reference checks to ensure that tenancies are only granted to those who can financially sustain the tenancy.



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## PERSON SPECIFICATION

### Knowledge and Experience

- Experience of working in an environment where customer service is paramount (essential)
- Experience of working in sales and marketing environments (essential)
- Experience of delivering good quality account management or property services (essential)
- Knowledge of social media skills (desirable), or at least an enthusiasm to learn (essential).
- Knowledge of Housing legislation and Assured Short-hold Tenancies (desirable)
- Knowledge of Health and Safety legislation and practice (desirable)

### Skills

- Customer care skills.
- Organising and planning skills.
- Negotiating skills.
- Full driving license.
- A good range of IT skills
- Ability to work to tight deadlines.
- A proactive, self starter attitude
- Self motivation and the ability to work on your own

### Terms and Conditions

- Basic salary to £25-30K, dependent on skills and experience brought to the role.
- Annual performance related bonus up to 35% of your salary
- 25 days pa annual leave.
- Working pattern – 37.5 hours pw, to include some evening + weekend cover on a rota basis, during building launch period.