

Property Manager – Cambridge

Salary (Full time): £24,000-£32,000+ Dependent on Experience

We're looking for a polite, friendly, organised and motivated professional to join our award-winning lettings team. The ideal candidate should have keen attention to detail, strong IT skills, and excellent customer service abilities. Being able to work efficiently under pressure and meet deadlines is crucial, as is the ability to collaborate closely with colleagues.

We offer a highly competitive salary and holiday entitlement, and industry-leading training and development opportunities. Upon successfully completing the initial probation period, the agency will financially support the attainment of professional industry qualifications and ARLA Propertymark membership.

Previous experience working in a property agency (or in a similar role) is highly desirable, although comprehensive training will be provided from the outset. A full and clean driving license is preferred.

To apply for the position please send your CV to Matthew Lawrence, Branch Manager, matthew.lawrence@martinco.com

Brief summary of role and duties:

Routine Property Maintenance: Seeking instructions from the client for all maintenance items reported by tenants if troubleshooting is not possible; ensuring expediency, good value and good quality repairs whilst ensuring all data is entered correctly into the Property Management system and kept up to date with the latest and most relevant information, including complete property management notes.

Compliance: Ensuring your portfolio is compliant at all times, in particular with regard to safety certificates and alarms (gas safety; EICR; smoke & CO detectors) in addition to non-resident landlords, fire safety and HMO compliance.

New Tenancies: Supporting the lettings team when a property goes “under offer” in terms of arranging compliance checks, pre-tenancy maintenance, cleaning, inventory scheduling etc.

Property Visits: Inspecting all properties within the portfolio at least twice per calendar year and feeding back any maintenance or other issues to the client.

Deposit Negotiations: Negotiating deposit returns at the end of tenancy, ensuring sound advice is given to both sides and if absolutely necessary managing the formal dispute process.

Tenancy Renewals: Supporting the tenancy renewals process or taking re-let instructions from clients.

Contractor Management: Reviewing our contractor panel; ensuring insurance is up to date; ensuring minimum standards at least are being met at all times; ensuring fair value and expediency; allocating contractor invoices for payment.

Complaint Resolution: Resolving any complaints from Landlords or Tenants to their (and the branch managers) satisfaction.

Other General Office duties: Assisting in running an efficient key system; ensuring the office is well presented; efficient file & dead-file management; quality control re. tenancy agreements and other formal documents; right to rent checks. Informing your line manager of any ideas which may improve performance, efficiency & income.