

your ocean

Lettings Portfolio Manager
Job description
& responsibilities

the place for...
estate agents
property lawyers
financial services
lettings & management
land & new homes
wills & probate
surveyors
you.

the place for realising your potential

Ocean job description



Lettings Portfolio Manager

Provide excellent customer service to all customers that you deal with while providing the appropriate service to the landlord's properties.

Organise all necessary repairs, chase rents and organise tenancy renewals while liaising with the tenants and the landlord. Meet all goals and objectives agreed with line manager.

Key relationships:

Reports to:

- Manager, Assistant Manager in the absence of the Manager.

Works with:

- Team members and other sister companies for referrals.

Primary responsibilities:

Maintenance

- Confirm any and all maintenance issues with tenant
- Ensure timely reporting of all maintenance issues to landlord
- Liaise with contractors to ensure works are completed
- Keep both landlord and tenant informed of progress
- Follow up invoice, allocate to Veco.

Late rents

- Confirm late payment with tenant/s
- Establish reason for late payment and proposals to resolve issue
- Discuss with Guarantor if applicable
- Ensure landlord is fully updated
- Liaise with Rent or Legal insurers as required.

Tenancy extension

- Confirm extension requirements with landlord
- Contact tenant and advise them of landlord's intentions
- Negotiate between both parties

- Confirm agreement
- Process tenancy agreement via Veco
- Organise signature/s
- Send copy to tenant, landlord and save copy to Veco.

Periodic visits

- Arrange visit as per terms of business with tenant
- At property compile visit report via software
- Forward copy of report to landlord and tenant
- Confirm maintenance issues with landlord and tenant

Check-outs

- Confirm date and time
- Carry out check out and compile report via software
- Forward report to landlord and take instructions
- Inform tenants of landlord intentions and negotiate agreement
- If no agreement can be reached, process TDs arbitration
- Ensure all parties are updated.

Continued >

Additional responsibilities

Office reception

- Assist and support office organisation/ opening for business policy adherence
- Refer all Ocean services
- Promote all Ocean marketing activities
- Adherence to all health and safety/ security policies.

Skills required

- Customer focused. Ability to provide high level of customer service in a sales driven environment
- Effective time management
- Excellent organisational skills
- Excellent communication skills
- Ability to use initiative to ensure productivity
- Ability to motivate self and contribute to a team
- Problem solving skills
- Delegation, follow up and feedback skills
- IT literate.