Kingston Role Profile

Title: Property Manager

Reporting to: Team Leader Block Management and Assistant Director Block Management

Date: November 2026

Purpose

Deliver outstanding leasehold property management services to Kingston's clients.

Plan, coordinate and manage the service charge budgets for a portfolio of buildings, to ensure the efficient and effective maintenance of the communal areas/common parts. Management of a range of planned and reactive repairs and maintenance services to comply with the terms of the lease to protect our clients' assets.

Engage with clients and leaseholders to ensure our services meet their expectations and priorities and at all times striving to continually improve services and exceed performance targets.

Contribute to the efficient day to day running of the block management department, providing support to internal and external customers.

Accountabilities

Operational

- Plan and set service charge budgets according to the terms of the lease for a portfolio of properties with a variety of financial year ends, working in line with an agreed timetable.
- Set Planned Preventative Maintenance Schedules and work within the service charge budget to ensure buildings are adequately repaired and maintained according to the terms of the lease.
- Monitor expenditure to ensure spend against budget, and review annual service charge accounts to agreed timescales.
- Deliver Periodic inspections at each building as per Management Reporting Schedule and visit on site clients, where possible.
- Monitor all relevant H&S Assessments, Fire Risk Assessments, periodic testing and maintenance of equipment and bring all resulting actions to resolution as per Management Reporting Schedule.
- Direct and manage the daily operations of directly employed and contracted site staff, ensuring the necessary resources are available to deliver a first class service.

- Arrange, administer and attend Residents Meetings and AGM's as per our Management Agreement.

- Deliver excellent, consistent and responsive customer services to leaseholders, clients and customers both face to face, over the telephone and by email or letter.

- Deliver a diagnostic enquiry service and take ownership of and responsibility for resolving queries or completing actions arising from customer enquiries.

- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information that supports and broadens the scope of information provided by property management. This includes inputting and extracting relevant information.

Strategic

- Follow all guidelines and parameters set by The Property Institute.

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.

- Comply with all relevant legislation, policy and procedure.

- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.

- Collaborate with other functions to ensure we give the best service to our customers and contacts.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.

- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.

- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.

- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Skills & Experience

Essential criteria:

- Educated to GCSE/O-Level equivalent including Maths and English Grade C/4 or above
- Experience of working in a performance focused environment
- Previous experience of block management
- Excellent interpersonal and communication skills, both written and oral
- Good presentation skills
- Experience of budget monitoring
- Excellent IT skills, particularly with Microsoft packages
- Self-motivated with the ability to work unsupervised
- Effective multi tasker with excellent time management
- Enthusiastic team player
- Positive ‘can-do’ attitude
- Ability to work under pressure and meet tight timescales
- Ability to deal with difficult situations effectively
- Holder of a valid driving licence

Desirable criteria:

- Attendance on relevant training courses
- Customer Services qualification.
- Good understanding of and commitment to health and safety
- Excellent interpersonal and communication skills, both written and verbal
- Able to see the big picture and willing to contribute to development and delivery of services across different disciplines
- Working knowledge of MRI software
- TPI Qualifications

Values	
Value	**Expectation**
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.









