

Kingston Role Profile

Title: Assistant Property Manager

Reporting to: Team Leader Block Management

Date: June 2026

Purpose

Support the delivery of outstanding leaseholder property management services to Kingston's clients.

Deliver exceptional and professional administrative services to the block management team to assist with the efficient and effective management of the communal areas/common parts of the Kingston client portfolio.

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

- Support in the delivery of excellent, consistent and responsive customer service from the block management department.
- Support a team of Property Managers offering assistance which can include
 - carrying out site visits and/or accompanying the Property Manager on site visits and any subsequent follow ups from this. This may include installing signage, dropping off keys, getting meter readings.
 - liaising with leaseholders and clients about a range of day-to-day issues such as service charge queries, lease queries, breaches of lease, parking, bulky waste, bins etc
 - liaising with contractors; arranging quote requests, asking for updates, highlighting performance issues, issuing orders etc
 - collating information and assisting with queries relating to buildings insurance claims
 - arranging fob/key/code changes to buildings and the issuing of these to leaseholders and contractors

- sending out correspondence via letters and emails.
 - dealing with consents as per the lease and referring any queries/complex matters to the Property Manager
 - answering sales queries relating to a property
 - taking ownership of the Torts process and carrying out actions
- Setting up and dealing with new and terminated schemes. This will include obtaining quotes and setting up of Planned Preventative Maintenance
- Deliver a diagnostic enquiry service and take ownership of and responsibility for resolving queries or completing actions arising from customer enquiries either direct to the Block Management Team or from other areas of Kingston such as Central Services and Repairs & Maintenance Teams. This may also involve liaising with clients.
- Support the delivery of planned and reactive maintenance with a range of duties to ensure buildings are adequately repaired and maintained according to the terms of the lease.
- Assist with the monitoring of all relevant H&S Assessments, Fire Risk Assessments, Communal and Apartment door surveys, periodic testing and maintenance of equipment and administer resulting actions to resolution.
- Support in the arrangement, administration, attendance and minute taking at Directors Meetings, Residents Meetings and AGM's as per our Management Agreement and assist with the follow up actions. Meetings may be held on an evening.
- Administration assistance to include laminating signs, printing etc
- To contribute to initiatives for the development and enhancement of service delivery.
- To continually seek to improve the quality of services to customers
- 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.
- Meet targets and agreed performance levels.

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
- Previous experience of block or property management
- Experience of working in an administrative role
- Excellent interpersonal and communication skills, both written and oral
- Excellent IT skills, particularly with Microsoft packages
- Self-motivated with the ability to work unsupervised
- Enthusiastic team player
- Positive 'can-do' attitude
- Ability to work under pressure and meet tight timescales
- Holder of a valid driving licence. You must have business use insurance cover

Desirable criteria:

- Attendance on relevant training courses
- Customer Service experience or TPI qualification.
- Previous experience of block or property management
- Working knowledge of MRI/Qube software

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.
---------------	--

