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## Experienced long-leasehold Residential Block Property Manager at Graves Son & Pilcher LLP

**Graves Son & Pilcher LLP** is looking for an exceptional and very experienced Block Property Manager to manage a portfolio of long leasehold residential properties, predominantly large blocks, in Brighton and Hove and further afield. You will be an integral part of the team, reporting to a Senior Partner and providing outstanding customer service. You will be a natural problem solver who is forward thinking and self-motivated. For further information about our company, please visit our website – [Graves Son & Pilcher | Brighton \(gsp.uk.com\)](http://Graves Son & Pilcher | Brighton (gsp.uk.com))

**Location:** 51 Old Steyne, Brighton, East Sussex, BN1 1HU

**Full time:** Monday to Friday 9.00am – 5.30pm although circumstances may require additional out-of-hours work from time to time.

**Salary range:** ££ - dependent upon experience and qualifications.

**Employee benefits package:** Flexible working opportunities, 25 days annual leave and an additional day during the week of your birthday. Training, CPD, career development, employee recognition/reward scheme, team building events, cycle to work scheme, free eye test voucher, participation in community activities and Employee Assistance.

### **The successful candidate will demonstrate the following:**

#### **Competencies:**

- **Financial management** – the ability to interpret financial information to ensure that the clients' service charge is managed effectively. A Property Manager is required to draft budgets, monitor expenditure and report to Board Members.
- **Implementation and accountability** – an understanding of what is required and a willingness to systematically and diligently ensure that key deliverables are achieved on time.  
A Property Manager is required to take responsibility, react quickly and resolve issues.
- **Customer service and strong communication skills** – our goal is to provide outstanding customer service to all of our clients. A Property Manager must communicate effectively and in a manner that ensures trust and confidence in the service that we provide.

#### **Qualifications:**

- A good standard of general education is essential.
- AIRPM or higher.

#### **Experience:**

- Experienced in long leasehold block management (5 years+), with a good understanding of current legislation affecting residential property management.
- A good understanding of residential leases, statutory compliance issues and CDM regulations.
- Experience of budget management, financial control and delivery of cost efficiencies.
- Working knowledge of building management, systems maintenance and repair projects.

#### **Skills:**

- Ability to prioritise workload and work under pressure.
- Excellent numeracy and communication skills – written, and verbal, presentation of information.
- Good problem-solving skills. Ability to analyse information and make recommendations accordingly.
- Good IT skills – proficiency in Microsoft programmes. Knowledge of Qube would be advantageous.
- Good team player – willingness to share knowledge and support other colleagues if required.

**Attitude:**

- Accountable – take personal responsibility for successfully resolving matters.
- Thorough – pay attention to detail.
- Committed – take pride in your own work and care about your own and your team's performance.
- Mature – take a calm, measured, common-sense approach to situations.
- Positive – project an optimistic, can-do attitude.
- Supportive – share your knowledge and experience with other members of your team.

**Key responsibilities will include:****Financial management:**

- Budgets – prepare, review and implement annual budgets for each block, ensuring the budget is approved and demands are issued on time.
- Expenditure control – generate purchase orders and authorise payment of all invoices for works associated with the service charge for each block. Authorise payment of recurrent and one-off expenditure. Liaise with clients regarding items above the agreed expenditure limit.
- Monitoring – undertake regular income & expenditure reviews against budget, to ensure that issues are quickly identified and that corrective measures can be implemented.
- Reporting – prepare regular reports, on key management and financial aspects, to Directors/Freeholders/Board Members.
- Annual accounts – review draft service charge accounts and liaise with the accounts department regarding certification and distribution. Prepare accompanying notes, where required.
- Utilities - monitor billing and consumption and liaise with providers.
- Debts - deal with outstanding debts once routine credit control procedures are complete.

**Block management:**

- Client satisfaction - a Property Manager is the first point of contact for all general block management matters, including dealing with clients, leaseholders, resident associations, service providers and other third-parties.
- Planned maintenance schedule – ensure a comprehensive planned maintenance schedule is in place for each block and is reviewed annually. Ensure all planned works are completed on time and contracts are tendered appropriately.
- Site inspections – conduct regular planned site visits to ensure standards are upheld. File inspection reports and ensure any identified actions are addressed.
- Reactive works – manage reported maintenance issues in a timely and effective manner, communicating with affected parties appropriately.
- Lease – be fully conversant with the head lease (rules, regulations and obligations) and manage accordingly.
- Insurance – ensure insurance cover is valid and appropriate for each block. Ensure all claims are handled promptly.
- Administration - maintain in-house statutory compliance records and ensure relevant matters are actioned in a timely manner. Update Qube database as appropriate. Provide reports for clients when requested. Maintain an asset register for all blocks.
- Meetings and visits – attend board meetings, AGM's and other formal events as required (may include evenings).
- Health & Safety – ensure that H&S legislation, policies and recommendation are adhered to at all times. Ensure Fire Risk Assessments and H&S reports are maintained and actioned appropriately for each block.
- Major works – Implementation and oversight of the S.20 consultation process in respect of all major works. Ensure each block has an effective major works programme (and necessary reserve fund) to comply with the lease and maintain the condition of the block.
- Contract management - review / assess service agreements as and when required.
- Parking management – arrange for new permits and monitor company's attendance.
- Legal compliance - seek legal advice when appropriate and take action accordingly.
- Reporting – report to your line manager regularly regarding any issues or concerns.

These are the key responsibilities of the role. There will be other general duties associated with the position.

To be eligible, a candidate must be legally able to work in the UK and have a full, 'clean' driving licence (a company pool car is available when undertaking visits to properties).

**Application:** Please send your CV, in confidence, to [r.luckin@riversonggroup.com](mailto:r.luckin@riversonggroup.com)