



John Samuel Estate Agents (Estate agents)

Property Management Officer Apprentice

Address:

Employer Description:

John Samuel Estates are the local experts in Dagenham area, providing Property Consultancy through one stop Complete Property Service. An exciting opportunity has open up for someone who is looking to get into the world of property. John Samuel Estate Agents are recruiting for an apprenticeship who will learn on the job by trained professionals.

They're now looking for an ambitious dynamic candidate who is keen to learn, develop and be guided to fulfil a career in the property and lettings industry. The candidate should value the importance of meeting customer expectations and providing and delivering professional, helpful, high-quality service.

- *Property Portfolio Management Officer Apprentice*
- *Job Role:*
- *Working alongside the Property Compliance Officer reporting to the Managing Director Stephanie Okafo*
- *Standing in for the Deputy Sales and letting Manager when not on duty*
- *You will be responsible for managing your own portfolio of properties acting as a key contact for our tenants and landlords who require support throughout the duration of their tenancy. This could include but not limited to:*
- *Arranging and overseeing maintenance works to include full re-furbishments*

John Samuel Estate is a trading name of JTST Property Consultants Ltd. whose office address is no

Contact details: Telephone: Email:

Registered in England and Wales number: 09110945

John Samuel Estate are members of The Property Ombudsman and Licensed ARLA (Association of residential letting Agents) agents

- *Responsible for overseeing a shared/sole portfolio (75-100) Properties*
- *Negotiating the return of security deposits*
- *Overseeing disputes of security deposits when necessary*
- *Ensuring the portfolio is compliant by arranging gas and electrical inspections*
- *Having a competent understanding of lettings legislations to help and support where necessary*
- *Liaising with landlords, tenants, and contractors on a daily basis.*
- *Carrying out regular property visits and reporting findings to Landlords*
- *Organising estimates for repair or maintenance works on behalf of Landlords*
- *Arranging check in and check out inventories as needed*
- *Maintaining communication with Landlords and tenants through the duration of the tenancy*
- *Authorising contractors' invoices*
- *Comply with propertymark best practice and agreed procedures regarding all aspects of work.*

- *Answer the telephone in a prompt, positive, professional & friendly manner.*
- *Attending to & manage property repair issues in a timely, organised, and proactive manner*
- *Obtaining repair quotes/ estimates from contractors where required*
- *Liaise with tenants / contractors / landlords ensuring repairs are undertaken protectively and within a specified time*
- *Keep landlords/tenants updated on all relevant matters*

- *Follow up interim property inspection reports issuing letters to landlords and tenants as appropriate and dealing promptly with any repairs or breaches of tenancy. Always ensure Landlord fully aware*
- *Arrange renewal annually of gas & electric safety certificates for managed properties in line with landlord's requirements and legislation.*
- *Keep respective property files and computer records up to date*
- *Ensure all relevant documentation such as inventories, renewals etc and filed promptly in paper file*
- *Deal with any requests such as rent reviews, renewals, vacation procedures by the landlord promptly, giving guidance on legislation as required*
- *Handle basic an account enquires from Landlords and tenants.*
- *Provide sales leads to residential offices.*
- *Be aware of opportunities to promote Insurance products such as Rent Guarantee and Tenant/Landlord Insurance.*
- *Ensure email is regularly checked for incoming enquiries & deal with promptly*
- *Follow Key checking in and out procedure*
- *Organise, prioritise & undertake personal work in an efficient & logical manner.*
- *Liaise with Customer service team - take action on any tenant requests such as renewals, call backs promptly*

Qualification:

- Housing/Property Management Level 3
- English and Maths Functional Skills (If Required)

Course Duration:

- 18 months

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Desired skills:

- **Managerial Skill**
- High attention to detail, and be able to meet deadlines
- Responsible and reliable
- PC literate with basic knowledge of Microsoft Office
- Have an excellent face to face and telephone manner
- Good communication skills.
- Enthusiastic and motivated
- Ability to work a part of a team

Personal qualities:

- Presentable
- Willingness to learn
- Excellent time keeping
- Well organised
- Managerial Skill

Working Week:

- 40hrs per week
- Monday – Friday, 9am – 6.30pm
- Working alternative Saturdays with a day off during the week.
- 1-hour lunch break
- **You will get mobile phone and laptop**

Salary:

- **£10000 Per Annum Gross with 10% commission on business introduced by the candidates**

Entry requirements:

- Minimum 4 A*-C 9-4 GCSEs or equivalent

Future prospects:

- Permanent role for the right candidate

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Note:

- Full Driving Licence/Car would be a bonus
- Ideally should live locally
- Applicant should have a keen interest in the Housing and Property industry