

# HOLKHAM

## Job description

### Residential Property Coordinator

LOCATION	Holkham & Wells-next-the-Sea, North Norfolk
REPORTING TO	Residential Property Manager
LATERAL RELATIONSHIPS	Buildings Team, Surveyors, Tenants

#### THE HOLKHAM ESTATE

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, farming and forestry. Holkham Hall and parkland, a country inn and a holiday park form our leisure businesses which include beaches, car parks, cafes, shops, concerts, weddings and events.

#### OVERALL JOB PURPOSE

The role is primarily required to assist with the letting and management of the residential portfolio, ensuring properties are well kept; providing a professional service to tenants and maximising rental returns.

This is a customer facing position and will require time both in and out of the office visiting properties and tenants.

## **MAIN RESPONSIBILITIES**

### **Residential Lettings & Holiday lets**

- To carry out the relevant checks on potential tenants, prepare tenancy agreements and arrange deposits.
- To arrange pre-tenancy tasks such as cleaning and property maintenance.
- To carry out a face-to-face check-in/check-outs with tenants, providing a welcome pack, contact information and meter readings.
- To liaise with utility companies regarding incoming and outgoing tenants.
- To liaise with the holiday let management company on bookings, support of daily diary management and associated tasks delivering items to the holiday lets and carrying out inspections as and when required.

### **Residential Management**

- To assist with the management of residential occupiers and ensure void periods are kept to a minimum.
- To assist with the visiting void properties periodically to check condition and security.
- To assist with optimising rental returns through a programme of annual rent reviews.
- To conduct annual property inspections to both build relationships with tenants but also to assess property conditions.
- To coordinate repairs and maintenance with the Estate Building Manager and in-house team.
- To ensure that all health and safety and other legislative guidelines are complied with at all times in respect of the residential portfolio working alongside the Health, Safety & Compliance Manager.

### **Residential Administration**

- To update and maintain the Property Database with inspections, rent reviews, tenant details, tenancy arrangements.
- To oversee monthly rents with the support of the Accounts Team.
- To identify process efficiencies and improvements.
- To manage tenant enquiries.
- To keep up to date with legislation for lettings and property management.
- To ensure compliance with memberships with The Property Ombudsman and Propertymark.

### **Skills and Knowledge**

- The ideal candidate will have experience of residential property lettings and management.
- Knowledge of Concerto is desirable.

### **Preferred Requirements**

- Strong organisational skills and proven track record of delivering objectives within agreed timescales
- Excellent interpersonal skills including the ability to deal with and resolve conflict
- Strong influencing skills and ability to build credibility
- Ability to build and maintain good relationships with customers
- Understanding of financial reporting

- Experience in identifying and reporting property repairs required

### **Personal Qualities**

- Customer focus.
- Proactive, enthusiastic and determined.
- Organised individual who has the ability to multi-task.
- Hands-on, ability to work independently and as part of a team so that goals are met.
- Strong communicator.
- Ability to provide clear instructions.
- A positive attitude and an ability to work calmly under pressure.
- Act as ambassador for the Estate.
- An affinity with Our Five Great Behaviours.

End