

JOB DESCRIPTION



Prepared by	Karen Carruthers	Job title	Regional Manager	Date	03/02/25
Role Title	Development Manager	Reports to	Property Manager	Location/ Agile	Lakeshore
Business Area	Property Management North	Department	Property Management Midlands	Org chart included	No
Role purpose	To deliver a property management service to a residential building, its residents and building owners and to have day to day responsibility for ensuring the building is managed in line with the client's expectations whilst providing an excellent customer service to residents and visitors.				

Duties

1	To effectively and professionally manage the development whilst providing a safe, secure and well maintained environment for residents.
2	To have a thorough understanding of all services installed at the development and monitor in line with the service level agreement with contractors and within the terms of the lease.
3	Construct an appropriate budget in line with broad principles to provide the key services for the customers.
4	Oversee the work of the regular staff visiting the development and also the contractors attending to carry out one off repairs, as well as ensuring the communal areas of the building, garden and grounds, are cleaned and maintained.
5	Monitor the collection of service charges to ensure the appropriate work can be funded and that credit control services are utilised when required.
6	Respond to any referrals from the CSC for action within 24 hours of receipt, complaints, correspondence and telephone calls.
7	Manage and carry out meetings with the residents and committee and provide minutes for distribution.
8	Maintain key relationships required to manage the sites both internally and externally such as Finance Support to produce accounts for the site.
9	Ensure full documented audit trail for site visits are completed.
10.	Risk Management – Thorough knowledge of the risks associated with the work of the area under management and responsible for the exercise of effective control through the monitoring of key risk indications, able to identify new risks.
11.	Have an understanding of the BSA and the effects this will have on the development.
12.	Professional Skills – possess an awareness of all associated regulation and keep abreast of any changes and how they might have an impact on working procedures. Be able to interpret the lease.
13.	Insurance – ensure that the insurance provided is adequate and appropriate. Be aware of any claims and ensure they are being dealt with promptly working along side the inhouse insurance team.
14.	Finance – have a good understanding of the accounts and accounting process. Agree the budget with the client and regularly review the financial position with regards to budget vs. expenditure.
15.	Maintenance & Major works – ensure maintenance is carried using approved contractors and gaining client consent when required. Ensure all consultation procedures are followed under S20 legislation.
16.	Health & Safety – Review H&S reports and ensure actions are dealt with.
17.	Supervise and provide line management support for on site staff, ensure compliance of on site staff, arrange appraisals and deal with employee relations seeking guidance when needed.
18.	Customer Service – ensure a high level of service is available at all times, responding to emails, calls as stipulated in the customer charter.
19.	Demonstrable experience of providing high levels of customer service to multiple stakeholders. Be able to communicate in a clear, concise and business like way to the audience, ensure all written communications are presented in a professional manner.
20.	Competent in utilising IT systems for communication and record keeping.

21.	Demonstrate ability to make decisions both independently and collaboratively having first evaluated all options.
22.	Assess personal performance and attributes actively seeking support to meet development needs and demonstrate an awareness of personal impact on others.
23.	Live the Brand – Actively promote the company, be positive about the culture and working methods with colleagues and clients.