

**We're looking for a leader who gives a stuff**

**Are you made of the right stuff for us?**

**SDL Property Management**

**Stratford**

## **What we do**

SDL delivers national coverage across the board, in surveying, mortgage services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. Within Property Management we provide estate, leaseholder and commercial property management services as well as private rental and build-to-rent services and a unique franchise scheme for property management. Never afraid to do things differently, we are constantly evolving our services in response to customer needs and market opportunities, introducing improvements and innovations that are helping to shape the future of our industry.

## **What we care about**

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more, and we want to be the ones to wow them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

## **Your life as Regional Operations Manager**

You'll relish the challenge of being responsible for the delivery of a first-class residential block and estate management service. You'll also set the culture and standards for your team of property managers and assistants and make sure that your boss, the Head of Property Management, gets the reports and results they expect. Every day will be different, as everything from recruitment to health and safety compliance and troubleshooting comes under your remit. Above all, you'll lead by example when it comes to the strength of the relationships you build inside and outside the business and the way you think outside the box to keep our service ahead of the game. You will help the Property Managers to deliver property solutions our customers really value, making it simple to do business with us, creating an enduring relationship that fulfils all their

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MAKE IT  
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property needs. You will be responsible for the leadership and management of a team of Property Managers, Property assistants and any direct staff within the team.

## What you'll do

- \* Manage your team of property managers and property assistants, from recruitment to performance management
- \* Provide mentoring and on-going support to help your team reach and maintain standards of excellence
- \* Manage, monitor and report on KPIs to ensure your team is meeting and exceeding its objectives  
everything from resident meeting attendance to client response time
- \* Be the standard-bearer for sensational customer service that hits the spot every time
- \* Keep your team abreast of changes in legislation, technical knowledge and best practice through regional briefings – and keep on top of your team's compliance
- \* Step in where schemes are clearly in need of 'intensive care', working closely with the Property Managers and attending client meetings to get things back on track
- \* Ensure that your team's external and internal communications, from emails to newsletters and reports for colleagues, clients and leaseholders are on time, on message and on brand
- \* Take responsibility for compliance with required health and safety standards across the portfolio, reviewing tracking reports and flagging up concerns
- \* Help us acquire new customers by giving presentations, building trusting relationships with stakeholders and showing your team how to be an ambassador for the business
- \* Oversee the resolution of legal disputes, tribunal cases and other problems brought to you by your team
- \* Keep the business moving forward and improving by learning lessons from problems, holding update meetings with departmental managers that bring alive opportunities to do things differently and better
- \* Ensure all Property Managers/Property Assistants are working to SDL's contracted terms for service to ensure we deliver on our promises to our clients and customers

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## Who we're looking for

The ideal candidate will be an individual who can demonstrate and recognise the need to collaborate and work with other departments and key stakeholders so that SDL deliver on their promises for all our current and future customers.

We've got our eye out for a self-motivated customer service star who loves to set the bar high in everything they do and who has:

- \* A track record of success when it comes to driving exceptional results through a team
- \* A passion for developing people to help them reach their full potential
- \* An IRPM qualification
- \* At least five years' experience in residential block management
- \* The double whammy of strong numeracy and literacy skills
- \* At least two years' experience in general management or 3 years in a senior operational role
- \* A great grasp of relevant regulations and legislation
- \* Great communication skills, in writing and in person
- \* The ability to stay calm and think on their feet under pressure
- \* A desire to get the detail of documents and reports right, every time
- \* The ability to prioritise and get things done no matter how challenging the day
- \* An enthusiasm for getting ever-better at their job through training and development
- \* Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening

And, ideally, but not vitally:

- \* The credibility and way with words to influence others
- \* The capacity to come up with innovative ideas and improvements
- \* The kind of brain that means you're always looking for solutions
- \* A flexible attitude to work
- \* A real enjoyment of being part of a team - and building a terrific team

## How to apply

Write an email telling us why this job has got your name on it. Attach your CV. Press send [recruitment@sdlgroup.co.uk](mailto:recruitment@sdlgroup.co.uk)

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