

Block Manager job description

Key responsibilities

- To be the point of contact for Freeholders and Leaseholders, contractors and landlords
- To manage relationships with key stakeholders
- Ensure effective management of the portfolio and manage any queries relating to the block or property
- To have an understanding of Lease management as well as the head lease (rules, regulations and obligations) and ensure this is adhered to
- Ensure all in house administration and record keeping is up to date
- To oversee all insurance is in place making sure the relevant acceptance is on file, as well as managing any required claims with instruction
- Ensure all Health and Safety legislation, policies, fire risk assessments and health and safety reports are actioned and maintained
- To ensure the company hits their service level agreement targets and to maximise the property assets for the Freeholders and Leaseholders
- To have a reasonable understanding of mechanical, technical and general building issues
- Attend AGM, provide minutes and follow up on any arising action where required
- To be compliant to company and ARMA regulations
- To compile Section 20 Notices in accordance with the Landlord and Tenant Act 1985
- Ensure and co-ordinate any major works programming (and necessary reserve fund) complies with the lease, annually reviewing and liaising with surveyors and contractors
- Manage any reactive works reported and follow up all maintenance issues in a timely manner
- Oversee management of any contracts and/or service agreements
- Carry out inspections on the residential portfolio in line with the client management agreement
- Oversee parking management and organising new permits where necessary
- Deal with utility suppliers for blocks and ongoing bills or queries
- Reporting to the Line Manager regularly, highlighting any concerns or issues

Financial responsibilities

- To prepare and manage the budget for each block, ensuring the budget is approved
- To generate purchase orders and authorise payment for all invoices for works associated with the service charge for each block. This includes appropriate discussions with clients regarding any items over and above the agreed expenditure limit.
- Prepare reports on key management for submission to the Directors/Freeholders and Board Members
- Monitor the expenditure vs budget alongside outstanding debtors regarding staying within budget constraints
- The above is an overall view of the job description however you may be required to perform other roles within the company deemed necessary from time to time