



JOB DESCRIPTION

Job Title:	Property Management Coordinator
Line Manager:	Head of Central Services
Hours:	36.5 a week
Salary:	£29,425 – £32,867
Location:	Based at St Luke's, 25 Wincott Street, London SE11 4NT

West London Mission

For 130 years, the West London Mission has run innovative social work services in Central London which have served marginalized groups of people. Today, we have an exciting portfolio of services which seek to transform the lives of those affected by homelessness, offending, addictions and personal difficulties. We are a values-driven organization whose work is rooted in an inclusive Christian ethos.

St Luke's

St Luke's is a unique community space in Kennington, Lambeth. We provide shared accommodation for low income workers, offices for local enterprises and a wide range of support and education projects for local residents.

Our focus is financial resilience: we want our community to feel strong and confident about their finances: whether this is starting and sustaining paid work, managing household budgets, or accessing the right support services. We empower people to support each other and devise creative solutions to the problems that they face.

We are developing a range of enterprise activities, with the income from our accommodation and office space being essential in allowing us to continue and further develop our work with the local community.

Summary of post:

The Property Management Coordinator works collaboratively with the Financial Resilience Team to ensure both the social and financial value of the property is maximised and the building is welcoming, safe and well maintained. The coordinator will market and arrange lettings of all spaces, including office and residential accommodation as well coordinating as room hire arrangements and respond to enquiries from potential residents as well as maintaining oversight of residents' and users property needs.

Summary of Responsibilities

1. To market and promote the residential rooms and community space.

- To ensure that online and paper resources display the rooms available in the community space as attractively as possible.
- To promote the residential side of the building through the appropriate channels which bring reliable and responsible residents.

2. Provide a high quality service to both residents and those who hire rooms and to deal with any issues which emerge in a prompt way.

- To operate systems for the service including licences and hire agreements and work to financial protocols set centrally.
- Oversee a well-managed induction process for all new residents and complete all necessary records.
- To be aware of issues emerging in the use of the building and to deal proactively with any points of concern among the residents or users.

3. To work closely with the Financial Resilience Team

- To manage the timetable of bookings and ensure the agreed balance between commercial bookings and reduced cost usage.
- To work collaboratively and support key WLM projects in the building.
- To support access arrangements and shared administration and purchasing.

4. To ensure that occupancy and building usage is as high as possible.

- To ensure that rent payments are made in a timely way and action is promptly taken for any breach of agreement.
- To monitor financial returns and work within all financial protocols for recording payments.
- To ensure that residents and occupiers receive statements of their rent payments.

5. To manage a volunteers who support us through reception work or other ways

- To liaise with other staff around the engagement and involvement of volunteers to help with reception duties or other tasks.
- To supervise the volunteers as required in conjunction with other staff.
- To arrange for cover when on AL – this could involve a mix of volunteers and other staff covering core property management duties.

6. To ensure compliance with all relevant Health and Safety requirements and to manage the cleaning provision within the building.

- To conduct the preventive inspections and checks as required.
- To maintain a safe environment dealing quickly with risks brought to attention.
- To maintain a regular presence around the building and ensure the property is being looked after responsibly and sociably.
- To manage the cleaner and/or cleaning contractors, ensuring good performance.

7. Other

- The post-holder must maintain probity and transparency in all their dealings and declare any professional interests that might affect their position or role.
- The post-holder must work within the parameters of WLM policies and procedures at all times, with due regard to the Code of Conduct.
- To undertake any other duties that might from time to time arise, commensurate with this position, either at St Luke's or at other WLM sites.

PERSON SPECIFICATION

POST: Property Management Coordinator

LOCATION: WLM St Luke's

During the selection process we will be looking for successful candidates who can demonstrate the following competencies:

- **Client focus**
- **Organisation and planning**
- **Proactivity and initiative**
- **Communication**
- **Team Work**
- **Administration and IT**
- **Reasoning and problem-solving**
- **Work with external agencies**
- **Coordination of projects**

Skills, experience and personal qualities

Essential:

Skills

- Good communication and interpersonal skills
- Strong negotiating skills and ability to get the best value from external providers
- Ability to prioritise work in an appropriate way
- Well organised and ability to set up and adapt administrative systems
- Financial awareness and capacity to work within agreed budgets

Experience

- Worked within property and/or housing management.

Personal Qualities

- A strong commitment to providing a high quality service
- Ability to work independently in a decisive and responsible manner

- Flexible in approach and adaptable to changing situation
- Commitment to continuing professional development
- Commitment to WLM's values.
- An understanding and/or appreciation of WLM's Christian ethos.

Experience we would consider desirable:

Experience

- Knowledge of regulatory structures and requirements applicable to residential establishments
- Experience of managing budgets and licence agreements
- Experience of social enterprise.