



# Building Manager

## Job Description

Reports to: Facilities Supervisor

### Company Background

The Encore Property Management Group specialises in the ongoing management of large residential developments, including the effective administration of +£20m of client service charge budgets. Based in Cambridge and with offices in London, Bracknell and Nottingham, Encore works across East Anglia, London, the Home Counties, the South and East Midlands, and has plans for further growth. The Group also consists of separate Facilities Management and Legal businesses, employing over 185 people. Encore prides itself on a commitment to excellence and customer service.

### Purpose

The overall purpose of this job is to be responsible for maintaining the quality standards of this prestigious, residential development. The Building Manager will efficiently resolve all maintenance issues, ensure that the communal areas are kept clean and tidy, undertake/oversee basic/routine maintenance and provide an exceptional level of customer service to all residents and visitors to the development. Residents should feel happy to live in a development staffed by Encore.

### Responsibilities /Tasks

Duties include but are not limited to:

#### **Building Management "*Protect the value of the our owner's homes*"**

- Quality inspections/site walk around – inspect all internal and external communal areas on a daily basis for cleanliness, checking for any faults to equipment, damage to the building and any health and safety risks.
- Contractor management – monitor the work and performance of contractors on site, including approving and assessing all maintenance work, ensuring contractors are working safely and administering signing-in/out procedures.
- Planned Maintenance – working with the Estate Manager to ensure that items identified on the Planned Maintenance Schedule are undertaken on time and to the required standards/guidelines.
- Stock management – manage the purchase of day-to-day items i.e. lamps and cleaning materials and ensure stock levels are maintained.
- Meter readings – facilitate the collection of meter readings for communal utilities, according to requests from residents and/or the Estate Manager.
- System testing – carry out system testing around the building (including services such as emergency lighting, fire alarm systems/smoke vents and lift emergency lines).
- Parking management – ensure residents and visitors use the correct parking bays, manage visitor parking and assist with any parking-related issues.
- CCTV – Monitor and access the CCTV system as required and requested by the Estate Manager
- Engaging, timetabling and overseeing all contractors, both routine and non-routine for minor work & repairs within the development
- Provide a 'hand's on' presence where needed to keep the development clean and tidy

- Assisting the Estate Manager with the preparation of budgets
- Be fully conversant with the Head Lease Agreements especially the rules and regulations of the site
- Ultimately responsible for Health & Safety on site

### **Cleaning of communal areas *“It’s nice to come home to an Encore estate”***

To oversee and assist with the cleaning of the development, to include:

- Internal cleaning – vacuum/mop floors of all lobbies, stairwells and lifts.
- Internal cleaning – dust/polish doors, door furniture, bannisters, lifts, etc.
- Internal windows – clean all accessible internal communal windows/door glass.
- Light fittings – clean all accessible internal and external light fittings.
- External areas – assist in maintaining the hard landscaped areas, including litter picking of all rubbish, sweeping pathways, roadways and car parking areas.
- Refuse management – maintain refuse stores, ensuring rubbish is moved into the correct bins, sweeping/washing floors and bins and ensuring the bin stores area accessible on collection days.
- Bike stores – maintain the bike stores, ensuring un-restricted access to all bike racks.

### **Day-to-day Maintenance & Repairs *“It’s nice to come home to an Encore estate”***

- Light bulbs – replace blown lamps within communal areas on a daily basis.
- Maintenance – carry out minor maintenance tasks such as adjusting doors/hinges, door closers and handles.
- Painting – touch-up paintwork within communal areas (as required).

### **Service to residents *“Make life more pleasurable for all of our residents”***

- Concierge services – take overall responsible for the administration and day-to-day operation of the residents’ services including parcel handling (managing parcel deliveries/collections), the residents’ key handling services and other duties as dictated by the site.
- Resident liaison – provide a visible on-site presence and be the first point of contact for tenants, either via telephone or in person at the office, regarding communal maintenance issues, complaints, emergencies etc., assisting where appropriate or referring to the Estate Manager if required.
- Tenant move-ins/outs – monitor move-ins/outs to ensure that no damage or problems occur in the communal areas and disruption to neighbouring properties is minimised.
- Control main site access (if required on site)
- Meet and greet all new residents (lessees and sub-tenants), welcoming them and familiarising them with the ‘house rules’ and reasonable expectations of EEML, and the on-site staff
- To create, update, operate and be fully conversant with local suppliers and be a literal library of information for the residents on demand

### **Team Management *“Happy Team, happy residents”***

- Responsible for supporting, overseeing and managing the work of Porters, Security, Gardeners, Cleaners and any other on site staff
- Produce work rotas including sickness and holidays ensuring maximum efficiency is achieved

## Skills & Experience Required

The successful candidate will present with the following:

### Experience

- previous experience in a similar role or vital transferable skills required.

### Skills

- **Excellent time management and prioritisation of tasks:** know which items should be addressed first, while ensuring everything gets done.
- **Excellent people skills:** Build good relationships with the residents and the client (Estate Manager). Ensure you are well presented at all times.
- **Excellent communication skills:** both verbal and written, with the ability to communicate effectively with others.
- **Good computer skills:** be competent in the use of Microsoft Office (Excel, Word and Outlook) and computer programmes in general.

### Behaviours

- **Accountability:** take personal responsibility for seeing things through to successful resolution. Don't sit back and assume others will solve it.
- **Thorough:** attention to detail and the passion to ensure every job is completed correctly.
- **Commitment:** take pride in what you do and to make a difference.
- **Positive:** possess a can-do, attitude and a willingness to deliver to the highest level in every part of your job.