

## Job Description

### Property Manager Apprentice

#### **Purpose of the Property Manager Role:**

**Napier Management Services Limited** is an established, professional and friendly property management business that covers all management aspects of small to large properties, mainly residential blocks in Bournemouth, Southampton and throughout Wiltshire, Hampshire and Dorset.

The Property Manager helps owners and homeowners in preserving and increasing the value of their property investments. They ensure that the building is in good working order and manage the day-to-day financial matters of the property, which can include managing builders, organising maintenance contracts and dealing with day-to-day issues with owners and leaseholders.

Each Property Manager at Napier manages a number of residential blocks and the Apprentice will provide support and assist as much as possible, taking on more Property Manager responsibilities as they progress. During the first year, the Apprentice will work towards achieving NVQ Level 2 in Business Administration and during their second year will work towards gaining a qualification from the Institute of Residential Property Management (IRPM). This qualification will be a considerable asset to further a career or future employment within the Property Management industry.

#### **Tasks**

- Assist with arranging and attend board Meetings and AGMs with more senior staff.
- Deal with the Minutes and matters arising under supervision.
- Send out and chase works orders from contractors.
- Visit properties upon request and carry out site visits both alone and with other staff.
- Assist with the administration, Company Work, budgeting, filing, answering calls for the more senior staff.
- Collate and send out papers where required.

#### **General tasks**

- Handling mail and email, organise special deliveries
- Answering the phone and taking messages and transferring calls
- Faxing, scanning and copying documents
- Drafting internal memos
- Ordering office supplies and stationery
- Handling petty cash
- Organising, attending and taking notes or minutes at meetings
- Report to property managers

#### **Qualifications and skills required**

Good level of literacy and numeracy

Computer skills; MS Outlook, Office

Typing skills are an asset

#### **Personal attributes**

Good communication skills

Helpful and friendly

Positive and enthusiastic

Keen to learn and take responsibility

Reliable and trustworthy

The ability to work as part of a team

**Our Expectations of you**

Good attendance and punctuality

Being polite and helpful to colleagues and customers

Doing what you say you will do

Attend organised training sessions

Carry out your own studies from literature provided in order to achieve the IRPM qualification

**What you can expect of us**

Friendly and approachable colleagues

Clear direction and instruction

Constructive and honest feedback

Recognition of work well done

Time to complete your training

We will be as helpful, supportive and patient as possible