



TITLE

Property Inspector & Maintenance Manager

ROLE SUMMARY

It is an exciting time for the business as we are scaling up our services to property owners and guardians, which is why we are looking for a self-motivated, highly organised problem solver with a property background to help deliver our vision.

KEY RESPONSIBILITIES

- Organizing and carrying out detailed inspections of guardian properties, communal areas and bedrooms in a timely manner.
- Issuing detailed inspection reports with supporting photographs and meter readings, promptly on the same day via property manager app
- Routinely checking properties satisfy the latest fire standards and H&S policies, identifying and reporting any compliance issues promptly and testing fire alarms
- Identifying maintenance issues across portfolio, systematically carrying out minor repair works if applicable.
- Check utilities, white goods and oil filled radiators working on site with PAT test stickers clearly labelled and visible
- Advising Guardians of safety issues/rule infringement and reporting these to the responsible departments
- Assist property manager with fit-out projects ensuring schedule of works completed, as agreed in advance with contractor
- Coordinating with approved electricians, plumbers and other sub-contractors to ensure specialists works are completed as agreed and signed off on site with supporting photographs where applicable
- Ensure guardians receive an excellent service and are kept informed of progress to improve the maintenance service.
- Ensure security of master keys and key log system
- Attend meetings and liaise with enforcement/environment agencies if necessary
- Attend training events and internal meetings as requested
- Support guardian management team to deliver Lowe Guardians customer service aspirations
- Assist finance team with approving and tracking maintenance cost

ROLE PROFILE

- Self-motivated, problem solver with maintenance background and first class customer service skills
- Ability and presence to be proactive and work on own initiative, and be able to manage contractors

- Knowledge and awareness of relevant legislation regarding fire, health and safety standards
- Minimum 2 years' experience within the property industry
- Understanding of responsive repairs, planned and cyclical repairs requirements
- Ability to deliver accurate and clear communications in writing, face to face or by telephone
- Ability to prioritise workload, efficiently manage diary and time sheets
- Patience and awareness to deal with complaints and unlikely conflicts
- Enthusiasm for identifying and embracing new ways of working and good practice
- Up to date DBS/CRB check every 2 years
- Clean driving licence

BENEFITS

- 23 days (+ bank holidays)
- Company mobile & tablet
- Basic equipment/tools provided
- Company vehicle (or car allowance)

Please be aware due to the work that we undertake you will be required to undertake a credit check and criminal record and barring check known as a DBS check