



Role: Site Caretaker

Department: Block

Reporting to: Senior Property Manager

Site: Leeds City Centre

OVERVIEW

LIV is a leading build to rent and residential block management company, delivering services nationwide. We currently manage tens of thousands of apartments in the UK and are involved in numerous schemes at different stages of development. Our clients include major developers and global investment funds and we also represent thousands of leaseholders nationwide.

The diversity of our client base calls for an integrated team approach and our experts strive to deliver value to our clients through clear, innovative thinking and timely solutions. We are also firm believers that you create your own success! As an entrepreneurial business we recognise and promote individuals who show potential to commit and grow with the business.

LIV is part of Cortland, who wish to develop 10,000 BTR units in the UK over the next 5-7 years commencing with our first 486-unit BTR residential development in Watford and the second, a 300-unit scheme in Woking, both of which will start construction in the next 12 months.

As Site Caretaker, you will report to the Senior Property Manager, who is based in the Leeds Head Office. You will be based on site.

ROLE OVERVIEW

The Site Caretaker will work closely with the Site Services Supervisor, both under the direction of the Senior Property Manager to support the leaseholders/residents that live on this development. Your responsibilities include but are not limited to:

- Ensure that the Group's Health and Safety Policy is adhered to in respect of the Company' responsibilities
- Attend relevant seminars, courses and workshops as requested
- Exercise judgment on a daily basis in respect of maintenance requirements.
- Provide first class customer service to our residents, clients and other stakeholders
- Advise and guide property management colleagues in respect of issues that may arise in connection with the development including technical build related issues, defects, repairs and H&S compliance matters
- To proactively work on a site level delivering a best in class service for our residents.
- Ensuring a warm, welcoming environment for all residents and visitors
- Escalating any service or performance issues for immediate rectification
- Coordinating all day to day on site services and sign-off in accordance with LIV maintenance schedules
- Working with and supporting the LIV block teams on tasks
- To complete a quarterly maintenance programme across the scheme, the programme will include:
 - Decorating
 - Carpet Cleaning
 - Site Improvement Projects
- To complete minor ad-hoc jobs.
- Work with third party contractors to provide detail to supplier on any handover jobs

YOUR BUILDING BLOCKS OF SUCCESS

Knowledge and Experience:

- Proactive and dynamic taking ownership of all of core duties
- Accuracy and attention to detail
- Ability to complete minor maintenance works
- Ability to complete basic decoration duties

Skills:

- Strong interpersonal skills.
- Ability to organize and manage multiple priorities without immediate supervision
- Ability to perform decorating duties, completing a phased redecoration of the scheme
- Ability to perform general maintenance tasks
- Ability to perform cleaning jobs, such as carpet shampooing, canape cleaning & window cleaning
- Ability to multi-task and prioritize daily tasks to meet deadlines timely

Style:

- Always look to provide the highest standard of customer service
- Attention to detail
- Ability to approach problems both logically and creatively

THE LIV DIFFERENCE

At LIV we understand that client service delivery and a focus on the resident experience sits at the heart of what we do. We put our customers and our residents first and enjoy the part we play in building vibrant, new communities.

We have worked extensively on large residential developments throughout the UK which has allowed us to develop specific experience and expertise in all the key areas that are relevant to successful management delivery. We are very fortunate to have a talented team and it is their combined experience which ensures we are at the forefront of the industry today.

Many of our competitors *talk* about what services they provide but we believe what makes us different is that we have been delivering these promises now for several years, at sites across the country.

With LIV's plans of further expansion, we would be delighted to see whether you believe you are the right person to continue this exciting journey with us.

LIV is an equal opportunities employer.