



**Role:** Property Coordinator

**Reporting to:** Property Coordinator Team Manager

**Site:** Whitehall Waterfront

**Direct Reports:** n/a

### 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.

As Property Coordinator, you will report to the Property Coordinator Team Manager, who is also based in the Leeds office. This position will support the Property Managers and leaseholders within the Blocks we manage.

### ROLE OVERVIEW

The Property Coordinator's key will work closely with the Property Managers to support the leaseholders that live in the buildings we manage. 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's responsibilities.
- Attend relevant seminars, courses and workshops as requested.
- Secure best value for money in contracted services by means of competitive quotations etc. To negotiate contract terms and prices and to monitor and address issues relating to contractor performance.
- 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.
- Manage service provision to the client and tenants.
- Exercise judgment on a daily basis in respect of maintenance requirements, always ensuring the availability of funds before works are committed.
- Ensure insurance cover is in place on all developments and that copies of all current policy documents are held on file and updated as needed.
- Provide general support to the Block Management function and Property Management Team.

- Effectively resolve management problems or disputes in accordance with legal obligations and with specific reference to the appropriate lease.
- Ensure that all elements of the building are managed appropriately and that both the client and LIV comply with their obligations.
- Provide first class customer service to our resident, clients and other stakeholders.
- Be the first point of contact for all leasehold owners, tenants and their agents via telephone.
- Respond to leasehold owners and tenant enquiries via telephone, letter and email as required.
- Provide timely updates by phone or email on enquiries received.
- Chase up and monitoring the progress of contractors completing repair orders.
- Lodge building insurance claims.
- Follow up to conclusion insurance claims and updating residents and the property manager.
- Report any potential third party liability claims.
- Obtain quotes for day to day maintenance works and soft services.
- Liaise with contractors.
- Action any work orders or repairs that may be required following a site visit.
- Investigate and escalating as required complaints received ensuring.
- Formal complaints are lodged by the complaints handler.
- Arrange AGM's, issue invites, contact venues, prepare agendas.
- Arrange and book meeting venues.

## **YOUR BUILDING BLOCKS OF SUCCESS**

### **Knowledge and Experience:**

- Proactive and dynamic taking ownership of all of core duties.
- Accuracy and attention to detail.
- Experience in the formatting of documents.

### **Skills:**

- Excellent analytical skills, including advanced excel modelling skills.
- Strong interpersonal skills.
- Ability to organize and manage multiple priorities without immediate supervision.
- Ability to communicate effectively with stakeholders with strong written communication skills.
- Ability to multi-task and prioritize daily tasks to meet deadlines timely.
- Strong proficiency with Microsoft Excel, PowerPoint and Word.

### **Style:**

- Collaborative approach to working with clients and associates across all levels.
- 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.