



**Role: Block Manager, Build to Rent (BTR)**

**Reporting to: Regional Manager and Asset Manager**

**Location: Leeds or London**

## **OVERVIEW**

At Cortland, you map the story of your success. We don't adhere to the status quo, we love outside industry perspective, and we thrive on exploring possibilities and reimagining solutions. As an innovative leader in Build to Rent (BTR) in the USA, our high performance continues to drive exponential growth – and we invite you to join us on our journey towards real estate excellence. With tools and guidance to sharpen your skills, you can forge your own career path, love what you do, and let it show.

Cortland plan 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, Cortland Cassiobury, construction of which is well under way.

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.

## **ROLE OVERVIEW**

The Block Manager, BTR will be a key player in providing block management services to our BTR clients and residents in accordance with best practices, health & safety compliance and great understanding of landlord and tenant legislation to continue to maintain and enhance the developments we manage. Your responsibilities include but are not limited to;

### **Day to day responsibilities:**

- Managing and exercising control of communal aspects of expenditure, overseeing the financial health of the development and taking the appropriate action if needed and ensuring that expenditure remains within budget under the guidance of the Asset Manager.
- Securing best value for money in contracted services by means of competitive quotations etc. and negotiating contract terms and prices and to monitor and address issues relating to contractor performance.

- Advising and guiding colleagues across the group in respect of issues that may arise in connection with the development including build related issues, defects, repairs and H&S compliance matters.
- To assist the Asset Manager with preparation of annual budgets for current developments and assist in the preparation of budgets for new business
- Managing the service provisions to the client and residents.
- Exercise judgment in respect of maintenance requirements. Always ensuring the availability of funds before works are committed.
- Acting as primary internal point of contact for Asset Managers, Concierges, Customer Experience Manager and Service Desk colleagues in respect of all services to developments under management.
- Ensuring insurance claims are raised and progressed across the portfolios and that copies of all current policy documents are held on file and updated as needed.
- Establishing and maintaining development management information, inspection reports, health and safety records,, Upload and maintain PPM, inspection reports and health and safety records on PRISM, with the support of the Regional Manager and Facilities Team.
- To visit sites regularly to ensure that proactive management and maintenance is delivered.
- Effectively resolve management problems or disputes in accordance with legal obligations and with specific reference to the appropriate lease.
- Regularly liaise with the Asset Managers concerning the need for cyclical and planned maintenance always ensuring that funds are available before works are committed.
- To liaise with Asset Managers regards any escalated issues relating to the portfolio.

#### **Statutory Compliance & Legal responsibilities:**

- Ensuring fire risk assessments and health and safety assessments are undertaken, identified risks are actioned and to review and annotate the assessments annually.
- To ensure that all elements of the building are managed appropriately and that both the client and LIV comply with their obligations.
- Assisting the Asset Managers in preparing and issuing an annual asset report for the development which in turn will assist with formulating an annual asset management strategy for the development.
- To assist the Asset Managers in ensuring all management services are contracted and operational at the point of handover/commencement of Property Management Agreements.
- Reviewing latest legislation requirements and be involved in implementing new onsite and back office procedures to ensure compliance and safety of all associates and residents.

#### **Development responsibilities;**

- To motivate, train and develop and disseminate good practice to site-based staff.
- To ensure that the Group's Health and Safety Policy is adhered to in respect of the Company's responsibilities to site staff
- To attend relevant seminars, courses and workshops as requested to stay up to date in the latest practices and regulatory changes.
- To contribute to the identification and development of new business opportunities, participating in promotional meetings and negotiations.

**YOUR BUILDING BLOCKS OF SUCCESS**

- Experienced in Health & Safety, construction, repairs and maintenance to be able to give a great service to our residence.
- Assertiveness, able to direct & encourage team members and 3<sup>rd</sup> party contractors to maximise team performance.
- Excellent time management and organisational skills, both in reference to themselves and individual projects.
- Responsibility for own work, self-motivation, flexibility and enthusiasm, ability to take initiative with the resident experience at the forefront.
- Ability to give and take constructive criticism and keep people accountable.
- Great negotiating skills to be able to get us the best deal on works to be carried out
- Excellent communication skills with stakeholders that are both internal and external and at client level
- To anticipate and counter problems before they arise.
- Deal with incidental problems efficiently with the minimum of disruption to work programme.
- Rigorous attention to detail and quality.
- Ability to become client-facing
- Ability to operate effectively within a fast moving and dynamic business
- Ability to handle multiple tasks.
- Flexible and cooperative at all times, working as a member of a team.
- Ability to work to deadlines.
- To ensure confidentiality and security of all business, client and customer documentation/information.
- You are IT literate, comfortable using all Microsoft Office programs
- Ideally IRPM, ARMA or RICS qualified

## 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.