



Role: Block Management Pre-Sales and Leasehold Enquiries Manager

Location: Whitehall Waterfront, Leeds

Report to: Head of Block Management

Contract Details: Fixed Term Contract/ Maternity Cover

COMPANY 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.

ROLE OVERVIEW

As a Block Management Pre-Sales and Leasehold Enquiries Manager, you will be responding to all leasehold and conveyancing enquiries received. You will be raising and recovering all relevant fees for doing so. You will be processing all post completion documentation and update systems for block management. Other key roles will include:

- Respond to solicitors' leasehold enquiries, research, collate, supply documents and management packs prior to the sale of a unit within a block managed by LIV Group
- Ensure sale and re-mortgage enquiries are responded to accurately and in a legally compliant manner
- Liaise with key stakeholders i.e. leaseholders, conveyancing, solicitors and use online registry portal in order to ensure that dept and business needs are met
- Undertake company secretarial duties for registered development management companies
- Obtain, file, provide and collate information held at Companies House as and when required
- Charge relevant and appropriate fees to add to the income stream to the business
- Manage an electronic database, log enquiries and payments received and the date at which the work is due
- Process all post completion documentation required under the terms of the lease i.e. Notice of Assignment, Charge, and Deed of Covenants as instructed by LIV
- Produce Certificates of Consent/Compliance where necessary to satisfy Land Registry restrictions
- Register new owners and update in-house software (Qube)
- Create and issue welcome packs to incoming leaseholders
- Respond to emails in an accurate and timely manner
- Carry out Land Registry searches and obtain leases, title plans and office copies
- Liaise with relevant departments regarding assignments and sales
- Issue share certificates or membership certificates according to the relevant memorandum and articles of association
- Lead, manage and monitor performance of your team member and develop KPI's

- Mentor and support your Administrator
- Attend relevant seminars, courses and workshops as requested
- Undertake any other reasonable duties as may be required from time to time
- Ensure Management Agreements are sent out in a timely manner and returned to us signed
- Deal with any enquiries that arise with the Management Agreements

THE IMPACT YOU CAN MAKE

- Ensure the information is returned within the strict timescales set and Service Level Agreement
- Check with all relevant departments and constraints of the lease to ensure the correct information is supplied
- Determine the information we hold is current at the time of responding to enquiries or to pass on to other departments to assist them with queries
- Issue invoice requests to the company accountant to produce an invoice for work carried out
- Update a work tracker detailing enquiries received and date responded to
- Ensure that the legal transfer is carried out as per the lease terms and the documents are signed by the correct signatory and returned to the buyer's solicitors
- Issue certificate to buyer's solicitors to enable the buyer to be registered as the owner at Land Registry
- Amend the system in favour of incoming leaseholder according to the transfer documents received
- Ensure emails are responded to within a suitable timeframe
- Determine the information we hold is current at the time of responding to enquiries and assist the wider business with any requests they
- Obtain information in a timely manner to ensure we are providing accurate information
- Produce and issue Share or Membership Certificates
- Conduct appraisals, one to one's and training where necessary
- Conduct interviews and plan inductions within the first week of the start date when required

YOUR BUILDING BLOCKS OF SUCCESS

- Excellent analytical skills, including advanced excel modelling skills
- Strong interpersonal skills
- Proactive and dynamic taking ownership of all of core duties
- Strong written communication skills
- Accuracy and attention to detail
- Ability to gather, assimilate, analyse and effectively summarise information and give briefings/prepare briefing notes as necessary
- Experience in the formatting of documents
- Innovative and pro-active
- Ability to handle multiple tasks
- Competent in using, Word, Outlook, and Visio
- Flexible and cooperative at all times, working as a member of a Team
- Understanding the importance of achieving deadlines and ensuring quality output
- Use initiative and take responsibility for providing solutions
- Ability to ensure confidentiality and security of all business, client and customer documentation/information

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.