



Role: Associate Director - Block Management

Reporting to: Senior Director of Operations

Location: Leeds

OVERVIEW

LIV is a leading build to rent and residential block management company, delivering services nationwide. We currently manage thousands of apartments in the UK and are involved in numerous schemes at different stages of development. Our clients include major developers, resident management companies, freeholders, 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 become the leader in both BTR and Block Management in the next 5 years through organic growth as well as acquisitions.

ROLE OVERVIEW

The Associate Director of Block Management is responsible for the day to day running of the Block operations and team, and works closely with the Block Leadership Team, that consists of two Regional Managers, two Facility Managers, Building Safety Manager, the Team Lead for the Coordinator team and the Pre-Sales and Lettings Manager. This team as well as the manager for Block Finance will ensure a smooth running of the department, serving and supporting our leaseholders, tenants and clients. Your responsibilities include but are not limited to:

- Drive the block side of the business
- Lead and manage the block management team
- Responsible for day-to-day block management service delivery
- Preparation of new business service charge forecasts
- Prepare costs for Gross to Nett budgets
- Work to agreed budgets and performance targets
- Responsible for advising of legislative changes affecting block management
- Implement and manage systems and process to ensure statutory and regulatory compliance
- Report on KPIs to Senior Management
- Work closely with the Block Leadership team on recruiting, onboarding and training all new Associates joining the team.
- Carry out regular meetings with direct reports as well as skip level meetings with the Property Managers and wider team
- Visit all large developments and key client sites at least 4 times a year
- Responsible for building insurance arrangements for clients including managing commissions
- Ensure we are compliant to our ISO's
- Responsible for existing block management client relationships as well as business development efforts to bring in new sites from both existing and new clients
- Networking across the industry
- Responsible for integration of new business across department

- Represent Cortland and LIV at meetings and trade meetings and conferences
- Attend, prepare and present at client meetings
- Undertaking any other reasonable duties commensurate to the role
- Support the Building Safety Team with any meetings they have in relation to the cladding projects across the portfolio.

THE IMPACT YOU CAN MAKE

- You thrive in a fast-paced environment, consistently challenge the status-quo, and get others to march to your beat
- You're highly motivated and understand the importance of adhering to deadlines and ensuring quality outputs
- Able to recruit and train associates to deliver exceptional service through every interaction
- Your confidence and knowledge, following process and ensuring compliance, driving the business forward

YOUR BUILDING BLOCKS OF SUCCESS

- High level of technical leasehold knowledge
- MIRPM qualified Demonstrable track record in block management
- Strong understanding of a property and compliance requirements
- Significant experience of managing and leading a team
- Able to use initiative and take responsibility for providing solutions
- Work innovatively and proactively with accuracy and attention to detail
- Experience of partnering with other internal departments being flexible and cooperative
- Ability to prioritise and manage high workloads in peak periods
- Strong presentation skills, able to articulate to a high standard to secure and maintain business
- Superb written, verbal, and interpersonal communication skills
- Able to gather, assimilate, analyse, and effectively summarise information and give briefings
- Ability to analyse, create and explain modelling and advanced excel
- Experience in the Building Safety Space in relation to all the ongoing Cladding Projects
- Tech savvy, being competent working with Microsoft Office and able to pick up software like Qube and FixFlo quickly.

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.