

HIGHLAND RESIDENTIAL LIMITED

JOB DESCRIPTION

1. JOB TITLE: Highland Residential: Operational Manager

LOCATION: Inverness/Invergordon

NUMBER OF JOB HOLDERS: 1

TITLE OF LINE MANAGER: Director of Assets & Subsidiaries

2. JOB PURPOSE:

The Manager is responsible for the operational oversight of the Highland Residential businesses including the delivery of estates agency sales and lettings services, factoring services and general management.

3. MAJOR TASKS:

1. Manage and grow a property portfolio of private residential tenancies. Liaising with landlords, tenants, tradesmen, service providers and professional advisors.
2. Develop the private sales and lettings business to achieve growth in line with business plan targets. Maintain robust customer service processes and policies.
3. Develop and implement marketing and sales activity to achieve sales / letting objectives and targets as set out in the business plan.
4. Oversee management of the after sales activity for Scottish Government LIFT and other government supported low-cost home ownership initiatives.
5. Provide operational management across the Highland Residential business, ensuring that performance management reporting and accountability are consistently applied and support the achievement of business objectives.
6. Play a leading role in the development of business plans and targets to implement that strategic plans approved by the Board of Directors.
7. Manage and supervise staff within line management. Provide leadership and direction to all staff on a day-to-day basis.
8. Build and maintain strong working partnerships / relationships with all clients and stakeholders.

4. MAIN ACTIVITIES:

1. Provide management and development of a professional property sales, lettings and factoring service to clients, complying with legislation and internal policy and procedures and fostering new opportunities in line with business expansion plans.
2. Demonstrate knowledge of and keep up to date with current legislation and policy and procedures documents for the services operated by Highland Residential.
3. Develop and implement marketing and sales activity to achieve business objectives and targets.
4. Take on new projects / contracts and business activities, seeking new opportunities commercially and by tendering for contracts being procured by public agencies.
5. Be proactive in improving and updating working systems to ensure consistent and accurate record keeping and reporting.
6. Deliver exceptional standards when maintaining paper and electronic documents and files.
7. Collaborate with Albyn housing on the development programme supplying the Mid-Market Rental portfolio.
8. Administer all required paperwork as specified in official guidelines /policy and procedures.
9. Highlight opportunities or issues that may arise in the day to day business activities.
10. Maintain property services database and client files.
11. Produce regular and accurate reports as required.
12. Answer and deal appropriately with customer / stakeholder email, phone calls, letters and visitor enquiries.
13. Conduct property viewings, inspections and valuations as required.