



GOODWOOD

The Role

The **Residential Property Manager** will be part of the **Estate Office** and report to the **Land Agent**.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

The purpose of this role is to provide a complete residential property lettings, management and coordination service for the Goodwood residential portfolio in support of the existing Estate Office functions. In addition, the role will assist the Land Agent and the Land & Buildings Director with other property related functions.

Key responsibilities

Residential Property Coordination

- Completing annual property inspections to ensure compliance with both landlord and tenant obligations
- Coordination of aspects of property compliance and liaising with Goodwood Repairs & Maintenance team
- Assisting with arranging reactive and planned repairs, and informing tenants, pensioners and staff as necessary
- Reviewing and recovery of aged debts in conjunction with the accounts team
- Updating and coordinating tenancy deposits
- Arranging the billing and recovery of utility re-charges/service charges with the accounts team.
- Responsible for maintaining the property database
- Processing and ensuring payment of invoices
- The preparation, maintenance and updating of the Estates tenant handbook(s)

Tenancy Agreement and Rent Reviews

- Preparation of tenancy agreements
- Booking appointments for residential rent reviews and carrying out reviews where necessary
- Preparing rent review paperwork for all occupiers
- Updating our rent accounting system of tenancy changes
- In conjunction with the Land Agent serving notice and on tenants as required

Lettings

- Maintain our property enquires register and tenant waiting list
- Liaising with outgoing tenants regarding check-out and updating utility companies
- Obtaining Energy Performance Certificates (EPC)
- Preparing marketing particulars
- Uploading properties to websites portal and checking they appear correctly
- Running credit and referencing checks for prospective tenants
- Organising inventories and schedules of condition to be prepared and signed
- Notifying the rent accounting team of the start of tenancies and rent charges
- Registering deposits with the Tenancy Deposit Scheme (TDS)
- Ensuring deposits are returned at the end of the tenancy within the TDS timeframes

Licences

- Reviewing existing licences
- Preparing new garden and grazing licences
- Maintaining relationship with licensees and carrying out regular site inspections where appropriate

Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive and self-motivated
- Ability to take personal responsibility
- Ability to use own initiative
- Confident in making decisions and to standing by them
- Professional manner with good negotiation and influencing skills
- Excellent communicator, at all levels
- Team player with a sense of fun!

What do you need to be successful?

- First class people and communication skills
- Good understanding of the legislation and best practice guidance associated with the letting and management of residential property
- Some experience in the management/coordination of residential property portfolios
- ARLA or RICS qualification would be helpful but not essential
- Excellent computer skills, particularly in Word, Excel, and databases

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Taking Personal Responsibility	2
Communication and Trust	1
Encouraging Excellence & Commercial Success	1
Working Together	2