

# Property Manager

## The Gardens, London

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**Job Title**  
Property Manager

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**Industry**  
Real Estate

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**Employment Type**  
Permanent

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**Salary and Package**  
Competitive salary and generous  
benefits

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### Role Overview

The Property Manager is a pivotal member of the onsite team, ensuring that Residents receive an excellent service, homes and buildings are maintained and managed efficiently to the Grainger standard and the team works as one.

### Responsibilities will include, but are not limited to:

- Deliver the Grainger customer service strategy and standards.
- Increase resident satisfaction with service delivery
- Deliver high-quality resident services
- Work closely with company-wide colleagues to ensure excellent customer service
- Encourage and support resident engagement
- Promote Grainger and build good relationships with external partners.
- Carry out services such as resident enquiry management, unit and building inspections, fire alarm testing, lettings viewings and ad-hoc tasks, ensuring the provision of an excellent front-line service to residents and other customers on the phone, in writing and in person.
- To ensure the delivery of high-quality services including front & back of house functions, central Gardens management voids & unit management, tenancy, income management and tenant involvement.

### Skills & Experience Required:

- Previous experience working in organisations providing market rental properties, travel & tourism or hospitality is essential
- Awareness of H&S requirements on site and a demonstrable ability to implement H&S when required
- Strong experience working at business/private events would be beneficial
- Previous experience of working in a team
- Strong written and verbal English
- Qualifications in property or customer service would be advantageous
- Previous experience of working towards and achieving targets
- A good communicator with strong interpersonal skills, including the ability to listen
- Well-groomed and professional appearance
- Passionate about customer service
- Ability to build relationships and work collectively with colleagues
- Demonstrable ability to think creatively and embrace new challenges daily

*Rent well. Live well.*

**grainger plc**

## About Grainger

- These are exciting times for Grainger plc, an award-winning FTSE250 property company. As the UK's largest listed residential landlord, we are leading the way in the UK private rented sector and build-to-rent sector. Over the next five years our business will double in size, from a £3.2bn portfolio of c.9,650 rental homes in operation today, we are adding c.6,800 homes through our £1.8bn development pipeline.
- We operate in one of the most exciting property sectors in the UK, the fast-growing modern rental housing market (referred to as the Build to Rent sector). With over 4.5m households renting mostly from individual buy-to-let landlords, the rental market is forecast to grow by 1.8m, nearly 25% by 2025, and our plans put us front and centre of this growth market.
- We are changing the way the UK rents by creating high quality homes built specifically for renting and professionally managing all these properties ourselves. Renting in the UK has previously been considered a poor housing choice and bad value for money. We are aiming to revolutionise the UK's housing market through our professionalism and great customer service, proving that renting can be better.

- With a strong commitment to Customer Service, we are proud that our Net Promoter Score (NPS), our primary measure of customer satisfaction, has progressively improved, rising +16pts to +34 in 2022, ahead of the likes of Google, Nike Coca Cola and Amazon.
- Grainger is a multiple award-winning business with recognition including Property Company of the Year, Landlord of the Year, Asset Manager of the Year and PRS Developer of the Year.
- Our purpose is 'Renting homes, Enriching lives,' backed by four core values:
  - Every home matters
  - People at the heart
  - Leading the way
  - Exceeding expectations.
- We are also a leader in sustainability and responsibility and a FTSE4Good business. We have committed to the World Green Building Council's Net Zero Carbon Buildings Commitment, and we are committed to making a positive social impact locally, encouraging our colleagues to support in the implementation of our community programmes.

- Grainger has an active colleague-led Diversity and Inclusion Network, which is open to everyone, and provides a forum for raising awareness and promoting inclusion and engagement across the whole business. We also work in partnership with our industry to promote diversity in the real estate sector, through initiatives including Real Estate Balance and the British Property Federation's Diversity and Inclusion Champions Network.

## For further information

To apply for this role, please send your CV and covering letter to [hr@graingerplc.co.uk](mailto:hr@graingerplc.co.uk).