



LONDON BLOCK MANAGEMENT

Portfolio Manager Role at London Block Management (LBM)

Working Hours - Monday to Friday, 09:00 – 18:00

Contract Type – Permanent

Salary – Competitive

Why work for London Block Management?

At London Block Management we always strive to create the best working environment for our amazing team members and outstanding service for our clients. We value each and every colleague and understand that our people make us who we are. Hard work is always acknowledged and rewarded, and we make sure to provide our staff with the best professional development programmes - be it external courses and seminars, or internal training sessions and webinars. We also fund and actively encourage our staff to take the IRPM exams and are happy to support them in exploring and specialising in any particular areas of interest.

Life at LBM

At London Block Management we are a diverse team that strives to create a highly professional work environment, ensuring that all colleagues are given the opportunity to thrive and perform to their maximum potential. It is our aim to be the first choice in our industry for colleagues and clients alike.

We have built our client base by managing their properties as if they were our own. We are an independent block management company, which focuses on delivering outstanding and bespoke block management services.

Our office is located in the heart of Angel, Islington, with an abundance of quirky shops, restaurants, fitness centres and major retailer shops locally. Our office is bright and open-plan, allowing lively communication and fostering an environment of collaboration in the office. In addition, our beautiful roof terrace offers amazing views across London and provides space to enjoy the afternoon sun during summer lunch breaks as well as the occasional team meeting with our office dog!

What we are looking for

The Portfolio Manager is responsible for the day-to-day management of their own portfolio of properties. The portfolio is likely to comprise of a mix of property types (in terms of age, size and location of property) and you are likely to be working for a variety of different clients (freeholders, RMCs, RTMs and developers).

The role includes:

- Liaising with tenants, Leaseholders, Freeholder and board of Directors and managing expectations of all aspects of block management.
- Handling Day to Day property maintenance issues reported by Leaseholders and residents communicating with contractors as necessary
- Dealing with contractors and suppliers and obtaining quotes.
- Dealing with any telephone/email/post enquiries.
- Dealing with disputes or complaints within your client base.
- Managing the progress of maintenance issues and seeing them through to completion via our internal issues list
- Issuing Section 20 Notices.

What makes a great LBM family member?

- Self-motivated and engaged, with a desire to contribute to the office environment and to support colleagues on a daily basis
- IT literate and proficient in the use of Microsoft Office
- Experienced in block management (minimum two years), with an all-round understanding of the major issues likely to be encountered
- Ambitious, dynamic and motivated
- Strong communicator, both verbally and written, with good use of grammar and spelling
- Proactive and responsive with excellent time management skills
- Able to run a meeting with clients to discuss accounts and issues at each property
- Self-sufficient in terms of dealing with issues and equally adept at raising issues to management as required.

Staff Benefits

- A competitive salary
- Full support with your professional development with fully funded IRPM exams and training programmes.
- Social events funded by the company, which are planned by our internal social committee
- Free eye tests
- Employee referral schemes with rewards up to £500 per referral
- Participation in our charity and other CSR events.
- 20 days holiday + bank holidays
- Pension contribution
- Escalating holiday allowance based on years of service
- Other benefits based on seniority