

**GOODWOOD**

**The Role**

The Property Executive will be part of the Property Office and report to the Senior Property Executive, acting Property Manager.

**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 Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

The purpose of this role is to provide a management and coordination service for the residential, commercial and other lettings in the Goodwood portfolio. In addition, the role will assist the Property Manager, Estate Project Managers and the Estate Director with other property related projects. This role also requires a strong focus on building revenue, looking for new opportunities, minimising voids and ensuring the portfolio is in the best condition possible to achieve maximum revenue returns.

**Key responsibilities**

**Lettings**

* Carry out property viewings, referencing and appraisals as needed
* Preparation of Tenancy Agreements and organising related activities ie inventory check in and schedule of condition
* Registering deposits with the Tenancy Deposit Scheme (TDS)
* Updating rent accounting system on all new tenancies, changes to rent and at end of tenancy, including recharges across the Estate
* Completing rent reviews, preparing rent review paperwork
* Complete annual property inspections to ensure compliance with both landlord and tenant obligations and update property documentation and spreadsheets
* Arranging property compliance works and liaising with the Repairs & Maintenance team
* Assisting with arranging reactive and planned repairs, managing contractors and tenants re access etc
* Monitoring contractors progress on a regular basis and ensuring full satisfaction before sign off at completion
* Serving and acceptance of notice and all related activities ie inventory check out and schedule of condition
* Ensuring deposits are returned at the end of the tenancy within the TDS timeframes
* Arranging the billing and recovery of utility re-charges/service charges with the accounts team
* Maintain our property enquires register and tenant waiting list
* Prepare, maintain and update the Estates tenant handbook(s)
* Prepare and issue Property Newsletter to Tenants
* Manage the Energy Performance Certificates (EPC) process to ensure compliance obligations.
* To continually improve energy efficiency performance across the portfolio, including the introduction of sustainable and renewable materials where possible

**Commercial Lettings and Licences**

* Reviewing existing commercial lettings and licences
* Preparing new commercial lettings and licences
* Maintaining relationship with commercial tenants and licensees and carrying out regular site inspections

**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?**

* Propertymark Level 3 Technical Award in Residential Lettings and Property Management qualification essential. Experience of RICS qualification would be advantageous but not essential.
* Estate property management experience desirable.
* Minimum of 3 year experience managing a lettings portfolio.
* Good understanding of the latest legislation and best practice guidance.
* Driven to deliver excellent customer service with strong communication skills
* Proactive, ability to prioritise and self manage is essential as is taking ownership of full scope of works.
* Clean full driving licence and own vehicle
* Excellent computer skills, particularly in Word, Excel, and databases