



# Property Management Officer Recruitment Pack



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**Re: Part Time Property Management Officer**

Thank you for your interest in the role of Part Time Property Management Officer at Sulets. Please find contained in this recruitment pack the following:

- Role Summary and Background
- Job Specification
- Person Specification

Please read the information provided. When applying, please provide quantifiable examples of how you meet the different sections of the Person Specification paying particular attention to the Essential requirements. Do note that if you do not send a covering letter with your CV we are unable to include you in the short listing process.

Email your CV and covering letter to [emma.fox@sulets.com](mailto:emma.fox@sulets.com)

Again, thank you for your interest in working for Sulets and we look forward to receiving your application.

**Emma Fox**  
**Head of Operations**  
**Sulets**



## **ROLE SUMMARY AND BACKGROUND**

Sulets is a leading highly trusted accommodation provider in Leicester and the only agency recommended by both universities. Offering quality accommodation at an affordable price with an honest service is central to the Sulets offer, with no hidden costs or agency fees to students.

We were set up in conjunction with the Students' Unions of De Montfort University and The University of Leicester and are a not-for-profit organisation. This means that any funds we do raise will be invested straight back into the student university experience.

Currently we provide 1850 bed spaces across seven great quality apartment blocks across the city along with over 150 private houses; offering a range of self-contained, ensuite facilities and shared living spaces.

Sulets is recruiting for a Part Time Property Management Officer. We seek an experienced professional to work within our accommodation office who will manage a property portfolio of student houses. You will deal with all aspects of accommodation processes including drawing up tenancies, dealing with repairs and working with a defined set of landlords and tenants within your property brief.

Excellent organisational, planning and customer service skills and property experience gained in student accommodation or private sector environment are essential, as is the ability to work on your own initiative. Attention to detail is paramount to the running of the department as is a 'can do' attitude and an enthusiasm to work in a fast paced University / student environment.



## JOB SPECIFICATION

|                         |  |
|-------------------------|--|
| <b>Job title:</b>       | Property Management Officer  |
| <b>Department:</b>      | Sulets   |
| <b>Salary:</b>          | £26,896.00 (pro rata)  |
| <b>Hours of Work:</b>   | 25 hours per week<br>Monday to Friday 9.30 am to 3.00pm or 10.00am to 3.00pm (includes a 30 minute unpaid lunch break)   |
| <b>Responsible to:</b>  | Head of Operations   |
| <b>Supervision:</b>     | Student Staff where appropriate  |
| <b>Purpose of Post:</b> | Under the supervision of the Senior Property Management Officer, to manage a defined property portfolio of student properties. To ensure that the properties are professionally managed including drawing up tenancies, dealing with Landlord and tenant queries, logging and dealing with repairs and ensuring all compliance requirements are up to date. To provide front of house services in the Sulets shop. |

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## MAIN DUTIES AND RESPONSIBILITIES

- To manage a defined property portfolio of student housing.
- To manage all repairs relevant to your property portfolio, allocating jobs to relevant trades people and following up with contractors and tenants to ensure work is completed to a satisfactory standard.
- To deal with minor complaints and problems and to effectively signpost any complex queries and complaints on the telephone, by email and in person.
- To obtain relevant safety certificates for each let including EPCs, Gas Safety Certificates and Electrical Safety documents and to regularly audit these to ensure their validity.
- To provide front of house service, as part of the team, dealing with student and Landlord enquiries.
- To maintain the Agent OS and Stu Rents databases in accordance with the Lettings website ensuring all property landlord and tenant information is accurate and up to date relevant to your own portfolio.
- To carry out property condition and interim inspections, check ins and outs on properties as directed by the Senior Property Management Officer.
- To assist with property viewings at busy times.
- To maintain the key system, ensuring an accurate record of their whereabouts by using appropriate signing system.
- To prioritise emergency situations as appropriate.
- To work flexibly during key letting period, November to February and July to September.

- Any other duties as may be reasonably required for the smooth running of Sulets as required by the Senior Property Management Officer.

This job specification is subject to alteration after consultation with the post holder following any change in circumstances.

**27 November 2024**

