



Property Manager & Estate Administrator

JOB LOCATION	This role is primarily based at our head office in Fairford, with scope for occasional hybrid working. By early 2025 our head office will be based in nearby Quenington.
REPORTS TO	Managing Agent
CONTRACT	Full Time (35 hours per week)
SALARY	£29,000 – £33,000

The Ernest Cook Trust

The Ernest Cook Trust is an educational charity and one of the UK's foremost providers and funders of Outdoor Learning. Our vision is for an environmentally engaged society with stronger connections to nature.

Our mission is to improve life chances of children and young people through a range of Outdoor Learning experiences, enabling them to learn from nature, empowering them to have a positive impact on the environment. We do this through grant support, direct delivery, research and advocacy.

By joining our dedicated Property team, you will be contributing to this impactful work, where your expertise will not only make a tangible difference to our residential tenants, but also to the Trust's beneficiaries.

Reporting directly to the Managing Agents, you will oversee the management of half of the Trust's direct let residential property portfolio of around 160 homes. This important role ensures operational efficiency within the portfolio, fostering positive tenant relationships, while contributing directly to the Trust's charitable work.

The Role

In this varied and interesting role as Property Manager & Estate Administrator, you will help the Trust uphold the highest standards of property management. You will be instrumental in ensuring the successful and efficient management of our residential property portfolio, providing general estate management administration through high attention to detail, diligent management and use of your initiative. You will work closely with the Managing Agents and Finance team driving improvements in our property management.

The role involves completing timely rent reviews within the residential portfolio, as well as effectively managing debt levels, minimising void periods, maintaining strict compliance with regulatory standards, and efficiently overseeing repairs and maintenance within budget constraints. Your ability to navigate these activities will directly impact on each of our estate's performance and tenant satisfaction, whilst leaving a positive impact on stakeholders and the communities in which we are a part.

The role offers a blend of administrative duties and engagement with various stakeholders across our estates, playing a pivotal role in ensuring efficient operation, by offering day-to-day support to the Managing Agents.

Main Accountabilities:

- Conducting residential rent reviews to ensure market competitiveness
- Managing debtors and maintaining positive tenant communications
- Ensuring full compliance of properties with regulatory requirements (eg. EICRs, gas safety, and EPCs)
- Coordinating scheduled and emergency repairs and maintenance, liaising with contractors and ensuring quality standards
- Conducting annual residential property inspections and upholding property maintenance standards
- Drafting tenancy agreements and related documentation
- Handling deposit administration, including dispute resolution
- Maintaining and updating the property database (Landmark) and digital files, including tenancies and compliance records, producing reports on key performance indicators and identifying actions
- Drafting and formatting essential documentation such as licences, correspondence and internal reports with support from the Managing Agents and our appointed solicitors
- Gathering and recording key information, such as meter readings for utilities and council tax, processing invoices and raising recharges in a timely fashion
- Processing purchase orders and maintaining accurate financial records
- Using mapping software, such as Pear GIS to create property plans

Property Manager & Estate Administrator

Person Specification

Specific Requirements	<ul style="list-style-type: none">• Previous experience in lettings and property management• Exceptional written and verbal communication skills• Proficiency in Microsoft Office suite and property management software (eg. Landmark)• Strong attention to detail and ability to multitask effectively• Negotiation skills and diplomacy in tenant relations• Flexibility and adaptability to evolving property legislation• Strong administrative and record-keeping abilities• Collaborative mindset and team-oriented approach, diplomatic and personable• Efficient problem-solving skills in addressing queries and issues• Proven track record in handling tenant and contractor relationships• Familiarity with property laws and regulations
Personal Qualities	<ul style="list-style-type: none">• Motivated and results-driven with a commitment to excellence• Detail-oriented with excellent organisational skills and a strong sense of ownership• Collaborative mindset with a focus on cross-organisational alignment• Demonstrate respect for confidentiality and discretion with maturity, especially for managing the occasional sensitive situation• Strong communicator, capable of understanding and addressing diverse team requirements• Use initiative and focus, operating at pace with a solution-focused mindset, ensuring high-quality outcomes• Solution based, being excited by spotting new opportunities and being comfortable taking time to improve the long-term outcome
Skills and Knowledge	<ul style="list-style-type: none">• Previous experience in management and administration within a property, rural estate or rural business• Professional qualification, training or experience in property and tenancy management• Knowledge of rural property, the relevant legislation, able to keep up to date with regulatory opportunities

How to Apply

In the first instance, please upload your completed CV and Cover Letter to:
<https://hr.breathehr.com/v/property-manager-estate-37697>

Closing Date

Thursday 17 October 2024 at 23:59

1st Interviews

Wednesday 23 October 2024 via Microsoft Teams

2nd Interviews

Wednesday 30 October 2024 at Fairford, Gloucestershire, GL7 4JH

What3words: <https://w3w.co/otters.laying.campus>

Find more information about The Ernest Cook Trust on our [website](#).

We look forward to hearing from you.

Working at The Ernest Cook Trust

ABOUT US

As a landowning educational charity, the Trust is uniquely placed to share its woodlands, farms and natural habitats to inspire a greater love and understanding of the natural world, farming and sustainability. We do this for children, young people, their families and communities, particularly those who face barriers to accessing and participating in the outdoors.

We are part of an impressive community of networks and organisations across the UK, working to help create a more environmentally engaged society. Our work is increasingly done in collaborations and partnerships with like-minded organisations, particularly with our funding partners, whose contribution significantly boosts the scale and reach of our work.

To discover more about us, visit our [website](#).

The Trust's Estates

The Trust owns and manages over 9,000 hectares of land and property made up of mainly let farmland but also 584 hectares of woodland, houses, cottages and a growing commercial portfolio. Land is owned in six counties: Buckinghamshire, Cumbria, Dorset, Gloucestershire, Leicestershire and Oxfordshire. These rural landholdings are managed for income return and capital growth, whilst seeking ways to improve the environment and important habitats, evolving and protecting the landscapes.

Active management dictates that we are constantly looking for new opportunities and ways to evolve and improve our income stream in support of the Trust's overall charitable object, which is education. These already include long-term housing development proposals, natural capital and carbon, and biodiversity net gain projects alongside other long-term ambitious plans.

OUR VALUES

The unique spirit of The Ernest Cook Trust is best expressed through our values:



Cultivating Connections

At the heart of our work lies the belief that meaningful and lasting change happens through the cultivation of connections. We value the relationships we build with the people and communities we serve, as well as each other and the partnerships we form with like-minded organisations. We understand that these connections create the conditions for people and places to flourish.



Freedom to Try

We embrace a culture of innovation and resilience, where both our team members and the individuals we serve have the freedom to try new things. This value encourages a dynamic and adaptable approach, nurturing trust and courage in ourselves and others.



Progressive Stewardship

We believe in responsible, forward-thinking management of our outdoor resources, as places where diversity can thrive. By actively caring for the environment, we ensure that the beauty and benefits of the outdoors are accessible to all, changing lives through individual and shared positive experiences.

How this role links to our values:

- **Cultivating Connections:** This role fosters strong relationships with tenants, contractors, and colleagues, ensuring harmonious interactions within the communities that we are part of.
- **Freedom to Try:** The Property Manager has the autonomy to implement innovative strategies in property management, enhancing efficiency and tenant satisfaction.
- **Progressive Stewardship:** By upholding compliance and maintenance standards, this role embodies our commitment to responsible and forward-thinking property management practices.

WHAT TO EXPECT

Join our growing team at the Trust for a friendly and rewarding experience. We offer competitive salaries, a range of benefits plus a training budget for your personal growth.

We currently have around 50 members of staff based either at our Gloucestershire head office, across our UK landholdings and in our regional hubs (Gloucestershire, Cumbria/Lancashire, Leicestershire) or working hybridly.

Enjoy our generous benefits:

- 10% employer pension contribution (5% from employees)
- 27 days annual leave, plus statutory holidays
- Life Assurance
- Access to Employee Assistance Programme, providing 24/7 support for health, mental wellbeing, and more
- Dynamic, creative, and welcoming work environment

Working for us will involve wellies, because we firmly believe that **everything is better outdoors!**

Equity, Diversity and Inclusion

Embracing diversity is an essential part of the work of The Ernest Cook Trust. We are committed to treating everyone as a unique individual, fairly and with respect, irrespective of race, disability, age, gender, marital status, sexual orientation, or religion. We are committed to ensuring equality, respect, and safety for all, and prioritising the wellbeing of the children, young people and vulnerable adults we support. Our safeguarding policy can be found [here](#).

The appointment will be subject to satisfactory background checks including Disclosure and Barring Service and relevant online searches to comply with best practices in Safeguarding, and proof of the right to work in the UK.