LAMONT & CO

JOSHUA ROBERT

JOB DESCRIPTION

Portfolio Manager

Northern Region

Job Title	Portfolio Manager – Northern Region
Company	Lamont & Co Estates
Location	Birmingham office (five days a week), with around one trip north a month
Reporting To	Portfolio Director
Portfolio	Approximately 180 residential units across Yorkshire and the Liverpool area
Salary	£28,000 – £33,000

Joshua Robert is partnering with Lamont & Co to appoint a Portfolio Manager for its Northern Region portfolio.

Lamont & Co Estates is a growing residential lettings and property management business based in Birmingham, known for professional, proactive and accountable service to landlords and tenants. Part of the developer-backed Prosperity Group, it currently manages around 1,300 units, which are expected to grow to around 2,500 by the end of 2028.

The purpose of this role is to take full ownership of Lamont's Northern Region portfolio. Working from the Birmingham office and through local partner agents, the Portfolio Manager will build long-term relationships with landlords and remain accountable for every part of the portfolio, all delivered to a hospitality-style standard of service. As this is a remote portfolio, regular travel is an essential part of the role.



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Key Responsibilities

The main responsibilities within the role are:

- Take full ownership of the portfolio as the main point of contact for landlords, from onboarding to reporting directly to clients
- Manage the local partner agents who handle advertising, viewings and tenancy agreements, with the freedom to keep existing agents or appoint new ones
- Put properties back on the market as soon as notice is served, and call the landlord the same morning to confirm marketing is live
- Act as the point of contact for notices, offers and escalations, keeping landlords informed and reassured when a let takes longer
- Carry out six-monthly inspections (around 30 a month) during a monthly trip north, as a day trip or overnight stay, using Lamont's Reapit-linked inspection app
- Carry out six-monthly service calls with every landlord, making each one a genuine conversation
- Keep landlords updated proactively on arrears and maintenance, working alongside the credit controller and maintenance team
- Oversee referencing, tenancy agreements and deposits, move-ins, renewals, rent reviews and check-outs, and resolve complaints
- Keep every property compliant, including gas safety, EICR, EPC, licensing and Renters' Rights legislation
- Take on new units as new buildings complete

Candidate Profile

- Residential property management experience with a good understanding of lettings, ideally from a boutique agency or Build to Rent, and the commercial urgency to move quickly on voids and notices
- Confident knowledge of lettings legislation, including pre-move-in compliance (gas safety, EICR and EPC), notice periods and the Renters' Rights Act
- A customer-service-led, hospitality-style approach, motivated by looking after landlords rather than targets
- Resilient under pressure and professional at all times, including when delivering difficult news
- Highly organised and able to work independently, planning your own diary around inspections and calls
- Experience of working with local or third-party agents
- ARLA Propertymark (or working towards it), Reapit and HMO knowledge are advantageous
- Looking for a long-term career and keen to grow with the business
- Full UK driving licence, access to your own vehicle and comfortable with regular driving
- Able to work from the Birmingham office five days a week



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Benefits & Opportunities

- Real ownership of the Northern Region portfolio, with direct relationships with an international investor base
- Genuine autonomy, including the freedom to choose the local partner agents you work with
- A salary that reflects the responsibility of the role, set above typical lettings and property management levels
- The backing of a developer-led group, with 20 to 30 building projects in the pipeline
- The chance to help shape a business as it builds the structure for its next stage of growth
- A close-knit team where customer care comes first
- Company pension scheme and business mileage reimbursed at 55p per mile

