

## Block Manager

Victoria Pinkerton is an established and highly regarded estate agency, known for delivering an exceptional standard of service across sales, lettings, property management and block management.

Following continued growth within our block management portfolio, we are now seeking an experienced and capable Block Manager, with a minimum of five years' proven block management experience, to join our team.

This is an opportunity to join a professional, ambitious and service-led agency where standards matter, relationships are valued, and clients rightly expect more than the ordinary.

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### The Role

As Block Manager, you will be responsible for the effective management of a portfolio of residential developments, ensuring that buildings, communal areas, financial obligations and client relationships are managed with care, competence and professionalism.

This position reflects the continued growth of our block management portfolio and our commitment to maintaining the highest standards of service, communication and professional oversight as that portfolio expands.

You will act as a key point of contact for directors, leaseholders, shareholders, residents, contractors and other stakeholders, providing clear communication, sound judgement and practical oversight across all aspects of block management.

This is a varied and important role within the business and would suit an individual who is highly organised, commercially aware, confident in dealing with people, and genuinely committed to maintaining high standards within residential developments.

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## Key Responsibilities

Your responsibilities will include:

- Managing a portfolio of residential blocks and developments on behalf of management companies and/or landlord clients
- Acting as the principal point of contact for directors, shareholders, leaseholders, residents and contractors
- Carrying out regular site inspections and ensuring communal areas are maintained to an appropriate standard
- Identifying maintenance issues, instructing contractors and overseeing works through to satisfactory completion
- Liaising with contractors, suppliers and professional advisers to ensure works are properly specified, costed and completed
- Assisting with the preparation, monitoring and management of service charge budgets
- Working closely with finance colleagues in relation to service charge demands, arrears, contractor invoices and expenditure control
- Attending AGMs, directors' meetings and residents' meetings as required
- Preparing reports, updates and recommendations for directors and clients
- Assisting with insurance claims, including liaison with insurers, brokers, contractors and loss adjusters where required
- Ensuring that health and safety, fire safety and compliance matters are appropriately monitored and actioned
- Maintaining accurate records, correspondence, inspection notes and compliance documentation
- Supporting the smooth operation of each development while protecting the interests of clients and the reputation of the business
- Always Upholding the high service standards and professional values of Victoria Pinkerton

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## About You

We are seeking someone who brings both substantial experience and the right professional instinct to the role.

The ideal candidate will:

- Have a minimum of five years' proven experience in block management, which is an essential requirement for this position
- Have a strong working knowledge of residential developments, management companies, service charge administration and contractor oversight
- Be calm, capable and professional in their approach
- Possess excellent communication skills, both written and verbal
- Be confident dealing with directors, leaseholders, residents, contractors and professional advisers



- Be highly organised, with strong administrative and time-management ability
- Have a sharp eye for detail and a proactive approach to problem-solving
- Be commercially aware and able to balance service standards with budgetary responsibility
- Understand the importance of compliance, record-keeping and clear communication
- Be confident attending meetings and presenting information in a clear and professional manner
- Take genuine pride in their work and in delivering a first-class client experience

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## What We Offer

- Competitive salary and performance-related reward
- Funded professional development and qualification support
- Clear opportunities for progression within a growing business
- A professional, structured and supportive working environment
- High-quality systems, marketing and operational support
- Sensible flexibility where business needs allow
- Additional leave linked to length of service
- Birthday leave
- Recognition for exceptional client service and professional contribution
- Supportive leadership, clear expectations and a culture where standards matter
- The opportunity to represent a respected, premium property brand across North Down and Ards

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## Why Join Victoria Pinkerton

At Victoria Pinkerton, we do not believe in delivering a merely adequate service. We believe in doing things properly, communicating well, and representing our clients' interests with care, diligence and professionalism.

Block management requires judgement, organisation and accountability. For the right person, this is an opportunity to build a meaningful career within a respected business that values high standards, professional discipline and excellence.

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## How to Apply

If you are an experienced Block Manager with at least five years' proven experience in block management, and you would like to progress your career with a forward-thinking and highly regarded agency, we would be delighted to hear from you.

Please submit your CV together with a short covering statement outlining your suitability for the role to [victoria@victoriapinkerton.co.uk](mailto:victoria@victoriapinkerton.co.uk).

**All applications will be treated in the strictest confidence.**