

PORTFOLIO MANAGER

Job Description / Responsibilities

Overall description: Manage a portfolio of residential / commercial / mixed schemes. This includes, but is not limited to, the responsibilities listed below, which will be subject to change depending on work requirements. Management may from time to time request staff to assist in other areas within the company when necessary.

Portfolio managers must refer to the Bellbuoy Intranet in respect of ongoing processes / responsibilities / templates / information – the Intranet is updated continuously as changes / additions become relevant. The portfolio manager must ensure that only current processes / responsibilities / templates / information are referenced / used.

The employee will be responsible for the following tasks:

1. Employee must have own vehicle for business transport purposes and Bellbuoy's policy with regard to attendance at scheme meetings included in the management agreement cost is:
 - (a) on comprehensive management we attend up to 4 governing body meetings (one being a procedural meeting held directly after the AGM) per scheme per annum plus 1 annual general meeting per scheme per annum; and
 - (b) on limited management we attend 1 procedural governing body meeting directly after the 1 annual general meeting per scheme per annum.

All additional meetings are charged as detailed on the relevant service fee lists (refer intranet).
3. Take cognisance of different management agreements / packages and charge for services where required.
4. Where required, arrange and attend additional meetings and ensure that the relative charges are advised and debited.
5. Prepare all documentation timeously, using the applicable software, in respect of notices of all meetings. Ensure that all matters relevant to each of your schemes are addressed with the governing body in writing. Where schemes are on comprehensive management these matters must be noted on the agenda, tabled at the meetings and decisions minuted. Where schemes are on limited management the portfolio manager must be able to prove that they have provided all relevant information in writing to the governing body.
6. Arrange the venues for the various meetings – offer Bellbuoy boardroom facilities at no charge. If an outside venue is used ensure that, where applicable, the governing body is informed of any charges for hire of such venues.
7. Record, if agreed to by all parties, all meetings and book boardrooms timeously on company software systems. This is extremely important.
8. At meetings ensure that quorum requirements are met before meetings proceed. Where necessary advise regarding statutory requirements for reconvening meetings.
9. Take minutes at all meetings, prepare and send to management for checking within 5 working days. Once returned from checking distribute immediately to governing body / owners – this must take place within 7 days of the meeting. If, for whatsoever reason, the above time stipulations cannot be met, this must be discussed with management. This is vitally important and failure to comply with any time limits will be taken seriously as it will result in a breach of our management contract and the legislation governing sectional title schemes.
10. Where required to do so, assist with managing the agenda for the meeting and ensure that those attending the meeting in question have no objection thereto. Where meetings are recorded the attendees must be notified. Portfolio managers must acquaint themselves with the relevant common law rules regulating meetings.
11. Attend to all matters from the minutes requiring attention, within, and not later, than 3 working days.
12. Immediately paste minutes and any relevant documentation into minute book – refer also to reference to keeping of records below. Minutes, and any other relevant documentation, must be pasted into the minute book as soon as these have been returned from checking by Management.
13. Where required to do so, obtain quotations on behalf of clients, liaise with contractors, notify contractors and others of the outcome of quotes. Take cognisance of different management agreements and charge for this service where required.
14. Attend to telephonic enquiries relating to community schemes and individual concerns within a scheme i.e. maintenance, levies, management accounts, governing body etc., within 24 hours. Telephone calls must be replied to on the same day.
15. Timeous attendance of all incidents reported via various software and / or media platforms and charge for this service where required.

16. Ensure the correct scheme information is published to the various internal and external media platforms where relevant and charge for this service where required.
17. Advise owners in terms of the relevant acts (such as, but not limited to, the Sectional Titles' Act and Sectional Titles Schemes Management Act, Community Schemes Ombud Services Act, Housing Development Schemes for Retired Persons Act, Companies' Act), Home Owners' Association constitutions and community scheme rules. Respond in writing to enquiries, by either e-mail or post and where required charge for consultation in terms of our service fees.
18. Keep up to date with any amendments to the various acts / rules, whether prescribed or scheme specific amendments, and advise on relevant sections of the act, regulations or rules relative to an enquiry – providing details thereof if necessary and where required charge for consultation in terms of our service fees.
19. Liaise with professionals (engineers, attorneys, land surveyors, quantity surveyors, estate agents etc) regarding schemes within designated portfolio and where required charge in terms of our service fees.
20. Resolve problems where possible within a scheme whether between owners, governing body, contractors, body corporate, etc and where required charge for consultation in terms of our service fees.
21. Attend to correspondence from various community schemes, refer correspondence received to the governing body and advise, where required, on action necessary. Relay responses back to the writer and where required charge for consultation in terms of our service fees. This must also be recorded in the minutes of the governing body meetings where relevant.
22. Advise governing body of steps to be taken in terms of the relevant act / constitution / rules to ensure that actions taken are legally enforceable and keep all scheme records up to date in this regard.
23. In conjunction with the financial administrator, annual estimates (budget), using applicable software, are prepared by the portfolio manager, who is responsible for the submission of all the financial documentation to the governing body for approval.
24. Ensure proposed budgets are tabled timeously with governing body and that these are circulated to owners in time to implement changes. Ensure that Bellbuoy's required internal procedures (which might change from time to time) relating to implementation of new budgets are put in place.
25. Ensure that the relevant person in the administration division is informed, immediately, when a governing body resolution relative to levies (normal or special) is taken, to avoid any incorrect transfer figures being given or to allow figures already given to be amended where necessary. This is vital.
26. Scrutinise all accounts received from service providers and ensure these are correct before uploading or forwarding to the governing body for written authorisation.
27. Once approved, follow normal company procedures for control and payment of creditors.
28. For municipal accounts, ensure data is entered correctly onto control schedules to check for any variations on accounts and, where necessary, liaise with the relevant municipality to settle disputes in respect of accounts and other municipal related enquiries.
29. Scrutinise and approve monthly community (management accounts) reports for each scheme in your portfolio and ensure that these are sent to the governing body along with all other monthly schedules/reports where relevant, such as municipal, legal collection reports and so on, by not later than mid-month. If necessary, query any anomalies with the relevant department and have corrections done before sending out report and attachments.
30. Check bank balances on a daily basis and (having put in place relevant instruction from the governing body to do so) regularly transfer funds between accounts to ensure that schemes benefit from best interest rates. Also check before making payments to ensure there are sufficient funds available.
31. Ensure that after the year-end, the financial administrator sends the audit files to the auditors timeously, so as to give time for financials to be returned and sent out with AGM notices.
32. Scrutinise audited financial statements for schemes in the designated portfolio and liaise with the financial administrator and or auditors on any queries.
33. Follow up with the financial administrator on any queries relating to arrears, legal collections, etc. to ensure that overdue levies are collected on behalf of the schemes.

