

Inside a Property Management Agency

What do people think of us as a business? We wouldn't be the first or the last employees left pondering at how such information could be accessed reliably. The opening session of our first induction day made it clear that research is key. That we should always be confident in asking questions about how our clients might perceive us. What interests them? How do we communicate with them and how should we process the information we receive from them?

As a firm believer in self-reflection, I cannot help but selfishly consider my own thoughts first. Having started as an intern earlier this month, I haven't yet noted my impressions of the insight into property management received thus far. In terms of initial preconceptions, my background in management within the built environment has been strongly academic and only development related. Having previously never undertaken work experience in property management, the two induction days within the company have been eye opening. Introductions to individual departments and the opportunities to ask plenty of questions have enabled me to learn that this particular field of property has its own IT strategy for instance. The complexity of the roles involved in property management have also surprised me, as we received the full break down of the responsibilities associated with property managers, lettings negotiators and property co-ordinators during the second induction day at the head office.

What has certainly pleasantly surprised me the most though, and will probably come as a surprise to those reading this too, is the company's dedication to raising awareness of the importance of corporate involvement in social enterprise. In partnership with WildHearts Group, Grant Property had made it possible for us interns to have attended the Edinburgh GEL Summit that was held in early September. In pursuit of further self-reflection, the experience of having attended such an event helped me realise how important organisations that exhibit values of global mindfulness are to future young professionals like me.

As all of us interns prepare to commence the WildHearts Micro-Tyco challenge in October, I will be welcoming the new month as not only an opportunity for growth in leadership skills and entrepreneurial thinking, but as a chance to also give something back. In the past, I wouldn't have thought that a property management agency would encourage young people to use their skills for a greater good, but having almost completed my first month at the company, I can say with pride that by being guided to foster business for good, it has made me feel more included. The atmosphere within Grant Property has been very welcoming and I believe that it has been the key to motivating a fellow intern and me in planning ahead (a skill I am yet to acquire when it comes to coursework) and getting started with setting up a hopefully successful Micro-Tyco team.

With a busy month ahead, I am looking forward to gaining more experience in taking initiative and helping bring ideas to life, especially the events that our team has got planned as a part of the challenge. The next post will see all the teams coming towards the end of Micro-Tyco, with a chance to reflect (which I am of course excited about) upon the execution and success of our ideas. Looking forward to updating everyone on how my first social enterprise challenge went, I am also looking forward to the many more ways that undertaking an internship within a property management agency will surprise me, as well as offer me exciting opportunities.

