



THE CAROLINE BAKER
PRIVATE OFFICE

SENIOR CLIENT / PROPERTY MANAGER

Location	Chelsea, London
Employment Type	Full Time, Permanent
Salary	Dependant on experience
Benefits	25 days annual leave plus UK public holidays Enrolment in the company pension scheme Life insurance from day one of employment A friendly and inclusive working environment based in beautiful offices overlooking the Thames in Chelsea Wharf Fitness membership The opportunity to progress within your role

The Senior Client Manager is responsible for the strategic oversight and day-to-day management of a portfolio of Ultra High Net Worth (UHNW) residential properties and estate operations. The role requires exceptional client relationship management, strong technical property knowledge, leadership of junior team members, and responsibility for ensuring the highest standards of service delivery, compliance, health and safety, security, and operational excellence across all assigned properties. You would work directly with clients and with the clients' family offices and representatives, as well as being part of the wider CBPO team. This is a truly rewarding role working at the highest level.

Key Responsibilities

- Serve as the primary point of contact for UHNW clients and family offices.
- Anticipate client needs and deliver solutions before issues arise.
- Manage sensitive and confidential matters with discretion and professionalism.
- Manage and oversee both preventative and reactive maintenance programmes ensuring compliance with all statutory obligations.
- Ensure all building systems are operating effectively, including HVAC, electrical systems, security systems, fire safety systems, lifts, water hygiene systems, BMS, KNX/Lutron controls and specialist plant.
- Oversee refurbishment, improvement and capital projects.
- Oversee risk assessments, fire safety management, water hygiene compliance and contractor control procedures.
- Select, appoint and manage contractors and specialist consultants.
- Manage property budgets, forecasts and expenditure.

- Produce high-quality client reports and operational updates.
- Maintain accurate property records, asset registers and compliance documentation.
- Prepare briefing papers and recommendations for clients.

The Senior Client Manager acts as a trusted adviser to clients, proactively identifying risks, opportunities, and improvements while ensuring the seamless operation of their homes and estates.

Requirements:

- Minimum 5 years' experience in luxury property, estate, facilities or household management.
- Experience managing UHNW private residences or estates.
- Strong understanding of buildings technical services and residential property operations.
- Strong contractor and project management experience.
- Outstanding client relationship management skills.
- High level of discretion and confidentiality.
- Excellent communication skills (written and verbal)
- Exemplary report writing and presentation skills.
- Excellent MS Office skills.
- Ability to manage multiple projects and deadlines simultaneously.
- Right to Work in the UK.
- UK Driving Licence.

Desirable Knowledge

- Health & Safety and compliance management.
- Fire safety systems.
- Building Management Systems (BMS).
- KNX and Lutron controls.
- HVAC and mechanical plant.
- Water hygiene and legionella compliance.
- Security systems and risk management.
- Project management methodologies.

Interested in joining us?

If you are interested in this opportunity, please send your CV and a brief cover letter to **info@carolinebaker.co.uk**, or submit your application through the **Contact / Job Applications** page on the Caroline Baker Private Office website.