

## ROLE PROFILE

Job Title	<u>Administrator, Property Management</u>	Location:	<u>Slough</u>
Reports to:	<u>Assistant Manager, Property Management</u>	Division/Dept:	<u>Technical Development</u>

### Summary of the Role's Main Purpose

- Supporting the Assistant Manager and wider Property Management team as required.
- Administering invoices and purchase orders for maintenance contracts.
- Providing administrative support and liaison for matters relating to insurance and contractors.

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### Principal Accountabilities

#### Operations Administration

- Responding to enquiries received from customers, contractors, and the general public.
- Organising inspections of estate and individual units for internal and external parties.
- Tracking progress of works to ensure timely and satisfactory completion.
- Instructing minor works / repairs as advised by the Property Manager, keeping Customer Service Team fully advised as necessary, and ensuring Health & Safety audit administration is managed.
- Administering purchase orders and invoices.
- Liaising with utility consultants on changes to property occupancy (and for service charge properties, actioning the additional administrative actions).
- Administration for and colleague communication relating to insurance claims
- Responsibility for keyholding and inspection of vacant properties buildings and communication of flagged actions.
- Managing CCTV and Landscaping recharge for Slough Trading Estate.

#### Teamworking

- To liaise with and update Customer Experience Team on planned maintenance and reactive works, plus coordination of customer communications.

#### Compliance

- Responsibility for maintaining up-to-date records of certificates / documents e.g. EPCs, asbestos surveys and test certificates.
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## Core Areas of Knowledge, Skills & Experience

### Essential

- Commitment to providing excellent customer service
- Excellent interpersonal skills, both face to face and virtually
- Excellent communication, both written and verbal
- Excellent numerical skills
- Highly accurate with strong attention to detail
- Ability to organise and prioritise workload
- Flexibility and adaptability
- Intermediate proficiency with MS Word, Excel and Outlook plus ability to learn new systems

### Desirable

- Administration experience within a property company
- Ability to work on own initiative
- Health & Safety training

### Special Job Requirements

- Full driving licence
- Willingness and ability to work flexible hours when required

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Date of Completion: July 2024