

ADMINISTRATION SUPPORT

<p>REPORTING TO: Managing Director</p> <p>NO. OF DIRECT REPORTS: None</p> <p>MOBILITY: 100% office based</p>	<p>LOCATION: Meriden</p> <p>DRIVING LICENCE: Not required</p> <p>HOURS: 10 hours per week approx</p>
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KEY RESPONSIBILITIES

- To work independently, processing Move In packs once new tenants have moved into Fully Manage, Find Collect or Find Only properties. Using designated checklist and working to Company Standard. This includes adding data to internal systems and liaising with utility companies to ensure that data is provided to them quickly and efficiently.
- Ensuring that other Team Members have provided Move In information to landlords where appropriate, this includes financial statements.
- To work independently, processing Move Out packs once new tenants have moved out of Fully Manage, Find Collect or Find Only properties. Using designated checklist and working to Company Standard. This includes updating data on internal systems and liaising with utility companies to ensure that data is provided to them quickly and efficiently.
- Ensuring that other Team Members have provided Move Out information to landlords where appropriate, this includes standard E-mails or letters where appropriate.
- To monitor the Renewal Process on a weekly basis using designated checklist and working to Company Standard. Offering invitations to renew, reviewing tenant responses, tracking landlord authorisation via internal systems and renewing as many contracts as possible, sending out copies and working with Finance to ensure payment is made. Providing KPIs on a weekly basis.

PERSONAL QUALITIES

- Good communication skills needed to liaise with a variety of people including landlords, tenants and contractors.
- Effective in working alone to complete tasks or providing team support when needed. Able to take the lead role within teams or participate and contribute as required.
- Able to effectively manage workload in order to deal with conflicting requests from clients and changing priorities.
- Able to prioritise and regularly review processes until completion.
- Good planning skills to ensure that realistic deadlines are agreed and met.
- Keen to learn new tasks and to look for ways of improving existing internal procedures. Ability to speak up and engage in positive discussion about procedures without being asked. Ability to share ideas in a positive way.
- Flexible approach in dealing with ad-hoc projects according to the needs of the business.
- Accuracy in communication and in following-up tasks. Strong desire to get things right, check and examine detail so as to provide a high level of client focus.

PROFESSIONAL QUALIFICATIONS/EXPERIENCE

- Good keyboard skills and knowledge of Word and Excel. Experience of using databases and internet-based applications.
- Good level of written communication.