

Role Title: Property Administrator

Department: Property

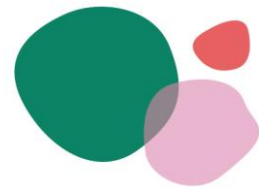
Job Level: Level 4

About the role:

To provide administrative support to the Property Management team and wider property department.

What you'll be doing:

- Oversee the asset management policy, ensuring compliance and reporting on non-compliance
- Produce Power BI reports for all Property activity, across FM, Construction and Property Management
- Data Management : To maintain numerous spreadsheets keeping the same up to date and resilient to audit. To carry out various procedures / processes on any property changes to ensure the information on the system is being constantly updated to provide the correct information for all users at all times. These events include new properties are acquired either on a freehold or leasehold basis, when properties are under leased to tenants, when properties have been disposed of and when rent reviews or lease renewals have occurred.
- Liaising with the external Rating Consultant regarding assessments, appeals, and business rates queries and advising them of new property acquisitions or disposals and providing documents.
- Liaise and assist other departments, including customer services to answer enquiries and resolve problems as and when they occur.
- To be the designated recipient of helpdesk queries from the Commercial Support Team to the department, and disseminate incoming queries to surveyors within the property team.
- To perform a variety of administrative duties including: obtaining signatures on legal documents, arranging payments to solicitors and other external consultants, liaison for surveyor / third party visits to properties, dealing with the incoming post and the Property Management inbox.
- To arrange meetings, inspections, booking rooms, attend team meetings, greeting visitors, taking minutes at meetings, typing letters and emails, producing spreadsheets, maintaining the filing system, managing property keys held in the office, data entry tasks, to assist the Property Managers / Lease Advisory Surveyor in the smooth running of the department.
- Instructing energy performance certificates and Asbestos surveys for residential and commercial properties.
- Ensure all recharges of headlease costs including utilities are recharged via the external managing agent where possible.



- Providing documents/ information to the external solicitors or any other external consultants
- Liaising with utility suppliers to include reporting meter readings, querying invoices, requesting copy invoices/statements, requesting change of tenancies on utility accounts to reflect changes in tenancy to the Society's property estate.
- To support in various projects when requested to assist with the Teams overall objectives.
- To be the lead on the Utilities Project co-ordinating the installation of submeters across the estate and managing the contract with suppliers including invoicing and payment of utilities by our tenants.

About You:

The opportunity is suitable for an individual with demonstrable experience in property administration, who wants to make the role their own. Previous experience working within a Property Department is required.

- Knowledge and understanding of basic property terminology.
- Strong communication.
- Organised.
- To be able to work without supervision and manage own workload efficiently.
- Able to prioritise work on a daily basis and use initiative.
- Ability to work within a team environment to achieve department objectives.
- Excellent computer literacy skills with vast experience of Microsoft office products (Word, Excel, PowerPoint). Must be able to create spreadsheets in Excel and use formulas including Vlookup and Pivot tables.
- Knowledge and understanding of the organisation's aims and objectives.
- Confident and professional telephone manner.
- Previous office experience is required.

Scope:

- Flexible working in line with policy, with a minimum 2 days a week at Warwick HO.
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Society's contractors.