

LETTINGS SUPPORT

REPORTING TO:

Director

NO. OF DIRECT REPORTS:

None

MOBILITY:

Mainly office based but may be required to attend appointments and meetings

LOCATION:

Meriden

DRIVING LICENCE:

Very desirable but not essential

HOURS:

9am to 5.30pm Monday to Friday with flexible starts and finishes subject to workload

KEY RESPONSIBILITIES

- Providing administrative support to the business on a day-to-day basis; main point of contact in answering the 'phone, and dealing with E-mail queries.
- Monitoring and supporting the Application process; providing information to prospective tenants on how to apply, collating completed information and requesting and monitoring references. Assisting with the preparation of Move In packs.
- Monitoring and supporting the Renewal process; writing out to existing tenants who are close to the end of their existing tenancy and offering renewal. Processing payments and confirming arrangements with the landlord, by post, E-mail or via the 'phone.
- Supporting legal functions in preparing tenancy agreements and various Section notices under the Housing Acts.
- Providing support to existing tenants when they report issues and liaising with landlords and contractors to resolve the issues concerned. Authorising and arranging payment of invoices.
- Monitoring and supporting the Gas Safety responsibilities and arranging workloads for contractors and subsequently arranging payment of their invoices.
- Monitoring tenant rental payments into the business and updating accounts systems with payments. Preparing monthly statement runs and posting or E mailing statements
- Assisting with production of Key Performance Indicators (KPIs) on a weekly basis and also Month End reports.
- Any other reasonable requests in supporting other team members and the smooth and efficient running of the business.

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

- Minimum of three years experience in an administrative role is essential, preferably in a pressured and constantly evolving environment.
- Good keyboard skills and knowledge of Word and Excel. Experience of using databases and internet-based applications.
- Formal lettings qualifications or experience of supporting busy and pressured lettings offices would be desirable although not essential. Full training and coaching will be provided as well as an opportunity to study for professional qualifications.
- Good level of written communication in writing to landlords, tenants and contractors.