



Job Title: Property Guardian Coordinator

Hours of work: 9:30 am to 6:00 pm Monday to Friday. Some out of hours and weekend work required.

Location: London

Salary: £25,000 - £27,000 depending on experience.

Job Summary

The main purpose of this job:

The Property Guardian Coordinator's role is to work as part of a team to sell temporary accommodation spaces within the properties that Live-in Guardians protects: providing Property owners with both substantial savings and peace of mind, whilst offering affordable accommodation to key workers and young professionals in prime locations.

To ensure that people are attracted to Guardianship and that large numbers of people attend property viewings and that those numbers are transformed into room sales.

To ensure that those who are invited to property viewings meet Live-in Guardians' vetting criteria and are suitable candidates to become Property Guardians, ensuring that they have been sufficiently briefed about what Guardianship is and how it works. This means that only the most suitable people become Guardians.

To work closely and dynamically with other departments within the company to ensure that goals are met, information is shared and systems are accurate. This ensures that Live-in Guardians continues to be a market leader in its field of Property Protection.

To effectively work as part of a team to manage Guardians during their stay and final exit from the properties that they live in. This ensures that a good, positive experience is in place for Guardians and Property owners using Live-in Guardians' services.

To efficiently and actively keep records up-to-date so that it is clear when rooms have been sold and whether targets relating to timescales and prices have been met. Helping to keep the team and the company focused and target driven.

To support the Guardian team as a whole with tasks such as key management and client property access requests as directed by the Guardian Manager.

Responsibilities

- Monitor and vet initial Guardian applications received through the Live-in Guardians' website.
- Create and send a weekly email detailing viewings and available properties.
- Assist with the marketing of rooms done through online sites such as Spare Room.

- Help to develop effective marketing strategies to fill properties promptly.
- Respond to queries via email, phone and various websites relating to viewings and Guardianship in general.
- Help to prepare properties for viewing by making minor adjustments to make them appealing so that they meet Live-in Guardians requirements, including putting up Live-in Guardians signs and stickers and ensuring rubbish has been removed, rooms aired etc.
- Help to ensure that pre and post-viewing admin is completed. Including keeping all systems up-to-date with details of who is attending the viewings and of the rooms sold.
- Liaise with the Admin team to ensure that they have the correct information about new Guardians that will be moving in or transferring so that they can prepare welcome or transfer emails to begin the 'onboarding process'.
- Maintain positive relationships with Guardians.
- Ensure that Guardians are given essential information including details of visits from clients or outside authorities and about changes to their property.
- Assist with the contacting of Guardians to inform them of breaches of their licence agreement that require correcting such as the removal of fire hazardous items such as candles and incense.
- Assist with the Guardian termination process ensuring that the Guardian/s leave or transfer into a new property by their licence termination date and that they have removed all belongings and the property is in good order for either the next occupant or the Property owner.
- Ensure that accurate and timely notes are kept and added to the online CRM system that is used to manage Guardians.
- Liaise with the Guardian Manager and Accounts regarding changes to prices or payments and to provide information relating to the repayment of Guardian Damage Security Payments.
- Work with the Business Development team to ensure that properties are filled promptly, caretakers are removed and owners are informed.
- Work with the Property team concerning daily property issues that Guardians raise.
- Assist with and carry out competitor research and analysis.
- Assist with and carry out research to aid the marketing of new properties.

Requirements

- Results orientated team player (essential)
- Excellent people skills/empathetic communicator (essential)
- Ability to prioritise and manage workload and time (essential)
- Ability to problem solve and work under pressure (essential)
- Willingness to work flexible hours including some weekends (essential)
- Previous experience in Sales (essential)
- Previous experience in Property (desirable)

- Proficient in using Outlook and Microsoft Word and Excel (essential)



- Degree educated (desirable)
- Good knowledge of central and Greater London (desirable)
- Driving licence (desirable)

Company Summary

Live-in Guardians is the market leader in vacant property protection; through our Guardianship model, we work with property owners to protect their vacant properties by placing professionals and key workers into these properties as Guardians to live.

The properties can be anything that is suitable to be changed into accommodation and can include: offices, flats, houses, fire stations, schools and even places of worship.

Now in our tenth year, we are expanding and looking for talented individuals who are excited to work in a progressive industry which is currently working with policymakers to raise standards and change the Landscape of temporary accommodation and property protection.