

Job Title: Property Administrator
Reports to: Property Manager
Hours: Monday to Friday 9.30am to 6pm with a one hour lunch break.
Location: London
Salary: £29,000-£35,000 per annum depending on experience

The Company

- Live-in Guardians is the market leader in vacant property protection providing both substantial savings and peace of mind to property owners, whilst offering affordable accommodation to key workers and young professionals in prime locations.

Key Tasks:

- Managing Clients and Properties
- Overseeing Property Inspectors
- Supporting the Property Manager

Role Profile:

Inspections

- Schedule the property inspectors' diaries
- Manage the reporting CRM systems
- Ensure inspections and fire alarm testing is scheduled accordingly
- Ensuring reports are accurate and liaising with other departments to ensure all issues are dealt with.

Property visits

- Visiting client properties where required
- Carry out regular property visits with the property inspectors

Access – Arranging and coordinating various access requests be it from clients, third party contractors, utility suppliers, etc. To be booked in accordance with the property inspections.

Utilities – overall responsibility for logging Change of Ownership, queries and reviewing contracts with utility companies to ensure we are on the best rates.

Waste Collection Monitoring – Set up delivery of bins, confirm service collection date and overall responsibility for waste management.

Certificates

Gas & Electrical Safety Certificate Monitoring
Electrical Installation Condition report
PAT Testing
Fire Alarm and Emergency Lighting testing

Fire Risk Assessment – Ensuring all properties have an FRA and all resulting issues are acted on in the required time frames. This includes the renewal of FRA's for existing properties. Allocate task to relevant departments to action and follow up until completion. Ensure FRA report is updated and saved to shared system.

Inspectors - Coordinate the company's property inspectors ensuring the schedule is kept to and ensuring their reports are accurate and liaising with other departments to ensure all issues are dealt with.

Meters/readings – Ensure regular monthly readings are submitted to the relevant suppliers and dealing with general queries relating to meters and readings.

Arthur Online (AOL) - Monitor Property Management requests from Guardians, provide prompt and helpful customer service by responding to them in 24 – 48 hours. Raise any urgent tasks to maintenance team via AOL

HMO'S – Ensure all properties where applicable have an HMO licence in place, submission of application.

Handbacks – Overall responsibility for arranging and coordinating handback of property to client.

General

- Instruct external contractors on issues such as waste collection services
- Inform clients of any issues or visits that would affect their property
- Managing client requests and queries, and responding in a timely manner
- Ensure the department's internal spreadsheets are kept up to date
- Ensure all activities are recorded and updated on in-house systems

The Candidate

Essential

- Excellent communication skills, both written and verbal, with the ability to deal effectively with people at all levels.
- Numerate with experience of using spreadsheets.
- Competency with Microsoft Office.
- 2 years' plus experience in a customer service related environment
- Natural problem solver and a track record in overcoming difficult issues/situations.
- Ability to think quickly on your feet in a highly pressurised environment.
- Comfortable with technology.

Personal

- Bright and intelligent.
- Hard working and flexible.
- Willingness to be flexible in approach to achieve desired outcomes.
- Team player.