

JOB DESCRIPTION

Title of Job:	Property Administrator
Location:	Hybrid working with an Invergordon Office base
Number of Jobholders:	1
Title of Line Manager:	Head of Highland Residential
Responsible for:	n/a

Purpose and Scope

The Property Administrator forms part of the Highland Residential Team and will be responsible for providing administrative support to the Sales and Lettings teams and working towards personal objectives and the department's targets.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Support the HRIL team by fielding phone calls & emails and providing a professional property sales/lettings service to customers, complying with legislation and internal policy and procedures. Arranging viewings, creating follow up appointments and ensuring good diary management.
- Provide up to date information on current services to customers. Ensure good diary management and support the customer in the early stages of the property sales/lettings process.
- Support the lettings team with the management of the MMR portfolio post move in and support the Sales team until Settlement.
- Communicate with professionalism, accuracy and in a timely manner.

MAIN ACTIVITIES

- **Support the HRIL team by fielding phone calls and emails and providing a professional property sales/lettings service to customers, complying with legislation and internal policy and procedures. Arranging viewings, creating follow up appointments and ensuring good diary management.**
 - Manage incoming enquiries via phone and email and qualify applicants needs by listening carefully to the details provided and match them to suitable properties for both private sales & LIFT properties. And MMR rentals.
 - Conduct viewings when Sales/Lettings teams are not available.
 - Ensure all viewings are promptly followed up and that the vendor/tenant is immediately advised of the details.
 - Obtain and provide feedback to the sales and lettings team so that they are able to negotiate and progress offers.
 - Generate accurate property information for brochures and marketing material applying attention to detail for both Sales and Lettings.
 - Support property marketing, using online portals, supported by social media.
 - Monitoring and chasing outstanding references/application forms and informing Lettings/Sales team of progress.
 - Creating tenancy agreements and move in packs, to include monitoring our online signing application ensuring documents are signed before sign up for new tenancies.
 - Carrying out tenancy sign ups/move ins as required when Sales/Lettings team are not available.
 - Sending out other letters in relation to the application process.
- **Provide up to date information on current services to customers. Ensure good diary management and support the customer in the early stages of the property sales/lettings process.**
 - Arrange Market Valuation Appraisals with prospective customers and communicate with the developers.
 - Arrange/instruct Home Buyers' reports.
 - Update lettings database, ensuring customer files are current.
 - Carry out board movements in partnership with the Lettings/Sales team.
 - Receive postal and phone payments.
 - Ensure process and procedures are completed accurately and on time.
 - Work with the Sales team to ensure the progression of offers to a satisfactory conclusion of sale, utilising the full auditable compliance process.
 - Compliance to legislative requirements and company directives, policies, and procedures.

- **Support the Lettings team with the management of the MMR portfolio post move in and support the Sales team until Settlement.**
 - Book keys in and out for contractors and agents.
 - Arrange for inventories, gas safety certificates, EICR, EPCs, deposit registrations, and other documentation required to ensure compliance with legislation.
 - Work with Lettings team to monitor property maintenance issues, including liaising on defects in newly constructed properties and communal areas involving service charges and factoring arrangements, liaising as required with adjacent service providers.
 - Working with Lettings/Finance/partners to ensure that deposits are returned in a timely manner within legislative guidelines.

- **Communicate with professionalism, accuracy and in a timely manner.**
 - Responding to all enquiries with urgency and with accurate and factual information.
 - Keep line manager and other team members up to date with progress.
 - Ensure that you keep customers well informed throughout the process.
 - Ensure customer experience is conducted in a professional, friendly, positive, and enthusiastic manner at all times.

- **Health & Safety**
 - Comply with safe working practices as defined by Albyn Group
 - Complete online training as and when required.
 - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- **General**
 - Be aware of and adhere to Albyn Group policies at all times.
 - Take part in progress/performance reviews throughout the year.
 - Cooperate with other Albyn Group departments.
 - Attend training courses and complete online training modules as required to meet the requirements of the post.
 - To undertake training in line with the LIFT sale process/MMR Lettings process to fully understand the administration of the schemes, to work with developers and applicants to facilitate completion dates/tenancies in line with the business needs.
 - Take responsibility for own personal development, seeking out opportunities to learn new skills.

- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
- **Other**
 - Apply the Albyn Group values and behaviours to every aspect of the role at all times.
 - Promote and maintain the standards of Albyn Group.

PERSON SPECIFICATION

Essential: Education & Training	<ul style="list-style-type: none"> ● Educated to Standard Grade or equivalent. ● Willingness to undertake continuous learning.
Essential: Skills	<ul style="list-style-type: none"> ● Able to work with minimal supervision and make decisions on routine issues appropriate to the level of the post. ● Review work to ensure accuracy to a high standard. ● Able to work in partnership with peers and colleagues as part of an effective and efficient team. ● Possess a high standard of literacy and numeracy. ● Demonstrates excellent communication and interpersonal skills – with the ability to adapt communication, both written and verbal dependent on purpose and needs of the audience. ● Demonstrates a professional approach and model behaviour to ensure customers and colleagues are valued and their needs are responded to appropriately. ● Ability to use and input data accurately to information systems and generate reports.
Essential: Experience	<ul style="list-style-type: none"> ● Work or have experience of front-line telephone responses to customers. ● Work or have experience of administration and working in a customer-focused environment. ● Experience of dealing with challenging situations with resilience, flexibility, and confidence in an appropriate manner.

<p>Essential: Knowledge</p>	<ul style="list-style-type: none"> • High standard of computer literacy in Microsoft Word, Excel, Outlook, Sharepoint and Teams. • Understand the requirements for the correct recording and control of customer information.
<p>Essential: Other Qualities</p>	<ul style="list-style-type: none"> • A commitment to help achieve the Highland Residential's aims and objectives. • Values good governance. • Interest in property. • Professional calm and confident manner. • Be caring, adaptable and professional in line with Albyn's values.
<p>Desirable</p>	<ul style="list-style-type: none"> • Understand the sector in which Albyn operates and of the challenges facing the housing sector. • Competent in using Property management software. • Practical knowledge of relevant best practice for the delivery of excellent customer services. • Understand general Health and Safety requirements relevant to an office environment. • Experiencing of using property related software (Alto, CPL, Inventoryhive, Vouch)