

Administration Assistant

Monday to Friday & Saturday – with 1 day off during the week to compensate.

Full Time - 09/10:00 –17/18:00 and Saturday 11:00 – 17:00

This is a full time, fully office based role

We are seeking an experience, reliable and organised Administration Assistant to join our busy, fast paced growing team, if you think this could be you then we would love to hear from you!

About the role:

You will play a crucial role in ensuring the smooth operation of all administrative tasks related to client tenancy, dealing with a high volume of details and checks in a detail oriented and fast paced environment.

Key Responsibilities and Accountabilities:

- Review and process a large volume of client tenancy booking requests quickly and accurately with adherence to department and company requirements and guidelines.
- Conduct various check on potential tenancy clients from thorough and accurate reference checks to documentation and status checks, in compliance with company policies and procedures.
- Communicate with clients providing them with necessary information and confirming bookings or rejecting requests when required.
- Informing the relevant department and relevant managers of any issues, discrepancies, additional requirements and tenancy rejections.
- Ensuring the correct rent, dates and holding deposits money has been collected and documented and all checks done with relevant departments and teams and departments informed.
- Organise and maintain a large number of up-to-date records; reference checks, bookings, and holding deposits in the various systems.
- Ensuring property keys are available and accounted for; issue property keys to tenants in preparation and on conformation of start of contract date and room key codes correctly updated in the system.
- Assist in resolving customer inquiries and concerns related to administrative tasks.
- Collaborate with other team members to ensure effective coordination and communication within the company, ensuring that all required departments are updated and aware of client information.
- Contribute to the continuous improvement of administrative processes, suggesting innovative ideas and implementing best practices.
- Uphold confidentiality and maintain a high level of professionalism in handling sensitive information.
- Be able to quickly respond to issues, queries and enquiries pre-empting any issue areas.
- Other property administration tasks in line with company requirements as and when they arise.

Skills required:

- Great command of English written and oral, a good communicator, able to build good rapport with colleagues as well as work with minimal a proactive and positive attitude.
- Proven experience in an administrative role, preferably in a similar industry.
- Good Word, Excel and great with calculations, with strong attention to detail and accuracy.
- Great organisational and time management skills, ability to prioritise and be flexible and adapt to changing priorities and deadlines.

We offer our employee the following benefits:

- Government Pension scheme
- Fresh fruit available each day
- Regular paid for eye sight test
- Staff Benefits-Discounts scheme
- Additional annual leave and SSP top up pay accrual with length of service
- 1 day off on your birthday and 1 wellness day off per year
- Company closure for Christmas to New Year