

## Administration Administrator

Working: Monday to Friday 10am to 6pm

Saturday 11am to 5pm - 1 off per month minimum

*You will get 1 day off during the week to compensate working on Saturday*

*Salary: £22,000 – 25,000 DOE*

*Full Time office-based role*

We are seeking an experienced, reliable and organised Administration Assistant to join our busy, fast paced team, so if you think this could be you then great, read on!

### What you will be doing!?

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 reference checks in a detail oriented and fast paced environment.

### Responsibilities:

- Conduct various checks on potential tenants' credentials such as documentation and UK status checks, ensuring documentation is correct and received on time.
- Check applicant's credit history is clean, no adverse credit history with good references.
- Communicate with clients providing them with necessary information, chase as required.
- Confirming bookings or rejecting requests when required.
- Review and process a large volume of client tenancy booking requests quickly and accurately with adherence to department and company requirements and guidelines.
- Communicate with clients and provide them with necessary information.
- Confirming bookings or rejecting requests when required.
- Informing departments of issues, discrepancies, additional requirements and tenancy rejections.
- Ensuring the correct rent, dates, holding deposits has been collected and documented and all checks done with relevant departments and teams and departments informed.
- Maintain up-to-date records, reference checks, bookings, holding deposits.
- Ensuring property keys are available and accounted in preparation for issuing to tenants.
- Confirmation of contract start date, correct room codes and system updates.
- Assist in resolving customer inquiries and concerns related to administrative tasks.
- Collaborate with other teams to 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 high level of confidentiality and professionalism in handling sensitive information.
- Be able to quickly respond to issues, queries and enquiries pre-empting any issue areas.
- Other tasks in line with company requirements as and when they arise.

### Do you have the following attributes?

- You have worked in a similar industry or role and have proven administrative experience.
- Great command of English written/oral and a good communicator.
- Work with minimal supervision and with a proactive and positive attitude.
- Good knowledge of Word, Excel, calculations with strong attention to detail and accuracy.
- Have great organisational and time management skills, ability to priorities and be flexible.
- Are reliable and be able to adapt to changing priorities and deadlines.

### We offer our employee the following benefits:

- Fresh fruit available each day
- Regular paid for eye sight test
- Staff Benefits-Discounts scheme app
- Company closure for December festive season\*
- Birthday day off & 1 wellness day off per year
- Summer and winter company party
- Additional holiday and sick pay top up pay accrual with length of service.