

Junior Admin Assistant (Accounts)

Location: Stepney Green

Hours: Monday – Friday: 9am – 5pm or 10am – 6pm

Fully office based role

The Role

We are looking for a detail-oriented, proactive junior admin assistant to join our team. In this vital role, you will be managing the administrative side of within their Accounts team, ensuring up to date, accurate and timely management of various utilities and council tax for tenants.

Key Responsibilities

- Set up and close a high volume of utility accounts for their incoming and outgoing properties,
- notifying all suppliers promptly, keeping track by keeping good records and dates.
- Monitor utility accounts to ensure accuracy, reconcile high volume of bills, and address any discrepancies swiftly.
- Serve as the primary contact for companies and tenants in resolving utility-related queries and issues, sending required repos, upgrading where necessary.
- Liaise with London local authorities of tenancy changes to ensure accurate council tax billing.
- Manage end-to-end handling of claims through the Reposit platform, ensuring timely and accurate submission in line with tenancy agreements.
- Assess and validate claims by reviewing supporting documentation (check-out reports, invoices, tenancy agreements) to ensure compliance and justification.
- Communication and query management of tenant inquiries related to utilities and bills.
- Foster strong relationships with suppliers to resolve issues quickly.
- You will ensure that all billing operation requirements are managed to ensure timely payment of utility bills, accurate direct debit setups, and system updates.
- Manage all utility inboxes, maintain accurate administrative records.
- Maintain and generate regular reports to support strategic company decision-making.
- Collaboration with other departments, colleagues, teams and suppliers to improve operational efficiency, accuracy, costs.
- Assist and cover other team members workload and assist with any ad-hoc tasks.

Skills and Qualifications

- Proven experience in administrative roles, dealing with utility management or billing.
- Strong numerical skills and attention to detail.
- Excellent communication and customer service skills.
- Proficient in with various systems; CRM, Excel reporting, Microsoft Office suite, Teams, Workflows.
- Self-motivated with an ability to multiple tasks and resolve issues efficiently.

Benefits

- Vibrant office environment and fresh fruit on offer daily.
- Birthday Day off, Wellness Day along, eye test*
- Employee benefits and discounts packages
- Additional annual leave, and sickness pay accrual with length of service
- Summer and Winter annual company parties, other activities.