

Administration Assistant

Salary: Depending on Experience

Monday to Friday 10am-6pm

Saturday 11am-5pm with 1 day off in lieu during the week

Full time fully office-based only

We are looking for an experienced and reliable Administration Assistant to join our busy team. You will support the smooth running of tenancy related administration, working accurately and efficiently in a fast-paced, detail-driven environment.

The role

- Carry out thorough tenant checks, including references, documentation and status checks, in line with company policies.
- Review credit history and landlord, employment references, ensuring all documentation is accurate and received on time.
- Process a high volume of tenancy applications and booking requests quickly and accurately.
- Communicate with clients, providing information, confirming bookings or issuing rejections where necessary.
- Ensure correct rent, dates and holding deposits are collected, recorded and approved by relevant departments.
- Maintain accurate and up-to-date records, including references, bookings and deposits.
- Manage property keys, ensuring availability, issue to tenants and accurate recording of access codes.
- Escalate issues, discrepancies or additional requirements to relevant managers and teams.
- Respond promptly to queries and resolve administrative issues where possible.
- Work collaboratively with internal teams and contribute ideas to improve administrative processes.
- Maintain a high level of confidentiality and professionalism at all times.
- Undertake other administrative duties as required.

What we're looking for

- Proven administrative experience, ideally in a similar industry or role.
- Excellent written and verbal English communication skills.
- Strong attention to detail and accuracy and a proactive approach.
- Ability to work independently with a proactive and positive approach.
- Strong attention to detail, good numeracy skills and confidence using Word and Excel.
- Excellent organisational and time-management skills, with the ability to prioritise and remain flexible.
- Reliable, adaptable and comfortable working to changing deadlines

What do we offer you!?

- Fresh fruit each day.
- 1 day off on your birthday and 1 wellness day off per annum.
- Regular eye tests, employee discount benefits scheme.
- Additional holiday and SSP top up accrued with length of service
- Summer and Winter annual party, other company events.
- Shutdown between Christmas & New Year

**terms and conditions apply*