

# Renewal Administration Assistant

Days: 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

Salary: £23,000 – 25,000

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 environment. You will play a crucial role by making sure our current tenants renew their tenancy contacts, checking their viability and ensure all administration details are finalised in time.

If you think this could be you then we would love to hear from you!

## Requirements:

- Send renewal invitation to tenants from the 3 months to contract expiration date and at the last 45 days before contract end date, call tenants or re-sending frequent reminders during this time, weekly and daily towards the end of tenancy.
- Negotiate with tenants regarding the rent and length and prepare the renewal contracts, send via DocuSign.
- Update the tenancy on the system according to the renewal information for purpose of other departments.
- Prepare the section 21 notice documents and send to tenants by the required method
- Renewal Rent increases will require tenant finance checks again to ensure tenant details are still correct and confirmation of new room prices within the remit of the renewal process bracket and within the overall room pricing.
- Check client's correspondence and confirm what clients wish not to continue and wish to renew, volume is dependent on the season.
- Check historic and current payment behaviour of tenants to ascertain if they are good renewal candidates.
- Checking the customer service email, respond to most urgent tenant complaints giving a response time frame and what department will be getting back to them.
- Inform correct department and person of the issues reported
- Classify complaints and issues reported and follow up and present the results to Finance department management, on a monthly basis.
- Liaise with accounts, property management, admin and when relevant Sales Director and Sales Manager.

## Skills required:

- Very good command of English written and oral, a good communicator.
- Proven experience in an administrative and sales role is beneficial.
- Good with Word, Excel, very good at calculations, strong attention to detail and accuracy.
- Great organisational and time management skills, able to prioritise, flexible and adapt to changing priorities and deadlines.
- Able to build rapport with colleagues, work proactively, with minimal supervision and positive attitude.

We offer our employee the following benefits:

- 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
- Summer and Winter Company party with closure between Christmas to New Year

Send Your CV To: [recruitment@cityrooms.com](mailto:recruitment@cityrooms.com)