

JOB DESCRIPTION

JOB TITLE: Property Administrator

LEVEL:

REPORTS TO: Head of Operational Support

Job Purpose: To support the property team by collating information, from a variety of internal and external sources, about the company's property portfolio. Contacting suppliers to arrange property inspections and monitor progress against service level agreements. Checking data on the Property systems is accurate and documenting key processes. The position requires good administrative and IT skills, particularly in Excel. The successful candidate will have good attention to detail, and good communication skills.

MAIN DUTIES:

- Updating company property system with information on compliance, rent, rates, and insurance costs on the company's property portfolio;
- Contacting individual branches to request information as required;
- Responding internal and external property queries;
- Dealing with supplier queries and invoicing / orders
- Collating property invoices;
- Updating any property systems;
- Being the first point of contact for general property issues;
- Liaising with company solicitors and branches to retrieve relevant information;
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- Collating compliance information and inspections;
- Liaising with external agents regarding property issues;
- Contacting landlords regarding inspections, notices etc;
- Updating all property files with compliance and property information on the property folders;
- Compile progress reports;
- Point of contact for all inspection reports.

Additional Responsibilities

- To ensure that all company policy and procedures adhered to
- To comply with the Company's policies and procedures on health, safety and hygiene and report all infringements where identified
- To be fully committed to the Employee Charter, the visions, values and standards of FPL and to lead by example
- To act as an ambassador for the company at all times
- To maintain effective relationships with colleagues and share best practice
- To suggest refinements and improvements in process to the management team

KNOWLEDGE AND SKILLS

Essential:

- Computer literacy, to include MS Excel, Word, and Outlook.
- Strong numeracy and literacy skills
- Resilience and ability to work effectively in a busy environment
- Approachable and diplomatic
- Accurate attention to detail
- Flexible to cover business needs as required

Desirable:

- Service sector experience
- Outgoing and communicative
- Educated to a minimum of 'A' level standard or CPP

Personal Attributes:

- Exceptional administrative, organisational and time management skills
- Effective communication and interpersonal skills
- Professional attitude and demeanour, is approachable and diplomatic
- Attention to detail
- Proactive and the ability to take ownership of tasks

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| <ul style="list-style-type: none">• To assist with any other administrative or operational duties as requested by the Head of Property, and Property Surveyor• Certain activities within the Funeral Partners Group are regulated by Financial Conduct Authority (“FCA”), including all aspects associated with offering funeral plans to customers. Your role will not be directly involved in this regulated activity. However, in the course of your employment, you may be able to engage in regulated activity, at which point, additional responsibilities will apply to your role. Until such time as you are deemed competent by the business in carrying out regulated activity, your role will not be able to discuss funeral plans with clients.• Even though your role is not directly involved in regulated activity, we may nevertheless require you to undertake some training associated with understanding how to operate in a business which is regulated. For example, we may provide you with training associated with how to abide by the FCA’s general conduct rules. | <ul style="list-style-type: none">• Ability to work on own initiative and as part of a team• Ability to treat all matters with confidentiality• Sound knowledge of company policies and procedures |
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OUR COMPANY VALUES AND HOW I LIVE THEM

<p>HELPING PEOPLE</p> <p>Our business exists to help the bereaved to make fitting arrangements for their loved one's last journey and to provide lasting memories for families and friends. We do this with a positive, caring and understanding approach.</p>	<ul style="list-style-type: none"> – I act as an ambassador for the company by being responsive to the client's needs and responding promptly to client requests. – I actively seek to support others as well as asking for help from a manager or colleagues when needed. I proactively engage with the immediate and wider team. – I act as role models in all I do and say. – I support colleagues in delivering their goals, I am flexible to meet short term and unexpected business needs. I proactively volunteer to assist in a time of crisis. – I seek to understand the client's needs through probing questions and active listening – I share knowledge and experience freely. I offer and accept constructive feedback.
<p>RESPECT FOR EVERYONE</p> <p>We value diversity and treat everyone with the same respect, courtesy and dignity.</p>	<ul style="list-style-type: none"> – I communicate effectively, actively listen and question appropriately. – I respect the confidence of the clients and colleagues at all times – I can be relied on to be present and actively engaged in my work – I recognise and respect difference and diversity in our clients and colleagues alike. – I draw attention to inappropriate actions or behaviours within my immediate or wider team. – I seek to review all available information before making a decision and I willingly provide explanations and reasons to support my actions.
<p>PROFESSIONAL STANDARDS</p> <p>We are a professional organisation and we strive to achieve the highest possible standards in everything we do and to improve these standards continuously.</p>	<ul style="list-style-type: none"> – I take pride in my appearance and adhere to our company dress code. – I implement ideas to improve the processes and performance within the scope of my operation. I escalate suggestions outside my scope to my immediate manager. – I provide constructive challenge and ideas to continually improve our processes and performance. – I adhere to our policies, standards and processes at all times. I ask for clarification when needed. – I have an active interest in the business and understand the contribution I make through my work. – I think and act innovatively to improve value for both the clients and company.
<p>ACCEPTS RESPONSIBILITY</p> <p>We accept responsibility for our actions as a company and as individuals.</p>	<ul style="list-style-type: none"> – I demonstrate awareness of the impact of my own behaviour and how I use this appropriately with clients and colleagues. – I take personal responsibility to ensure that client's needs come first and that the company values are maintained at all times – I take personal ownership for resolution of issues, escalating those that cannot be resolved personally or promptly. – I know my own strengths and areas of development and I take responsibility for my own learning. I act on feedback to improve my own performance and impact. – I don't walk past a problem no matter how large or small. – I ensure that my work is delivered to a high standard, and I constantly aspire to improve the quality and value of our products and services.
<p>PARTNERSHIP</p> <p>We believe that we can only achieve our goals by working together in partnership with client families, suppliers and our employees.</p>	<ul style="list-style-type: none"> – I work effectively and collaboratively with others as a part of a team. – I seek to learn from others in order to continuously develop. – I successfully resolve issues in a way that maintains and builds a positive long-term relationship; I influence others using a win-win approach. – I bring ideas to the team and remain open to change. – I develop a positive working relationship with clients, my team and external influencers. – I actively seek the views of others. I listen and talk to people to improve the way I do things.