



Job Description

Job Title: Property Administrator

Salary £20k per annum

Reports to: Director

The Company:

Johnson Burke & Co Ltd (JBL) is a residential property management company, founded by Simon Burke and Vedia Johnson in 2014, providing excellent and honest building management where leases for a building or estate determine that leaseholders/freeholders are jointly responsible for the share of the running of the property via the collection of funds in the form of service charges. There are strict guidelines for the management of service charges as detailed by the Royal Institute of Chartered Surveyors and which form part of the Landlord and Tenant Act 1987 and the Leasehold Reform, Housing and Urban Development Act 1993.

Job Purpose:

To provide both operational and financial administrative support to the JBL team. The post holder should have excellent organisational skills, plus be numerate and be able to consistently demonstrate excellent customer service and attention to detail.

Key Activities:

- To log, and act upon as required, all incoming communications (phone, email and personal visits) ensuring excellent customer service for all clients.
- To manage the Microsoft Office 365 Sharepoint filing system ensuring all client contact details and contact reports are always up to date and kept secure in line with the Data Protection Act.
- To undertake mail merges for the production of service charge demands, letters to leaseholders, newsletters, etc., using Microsoft Office Excel and Word ensuring that the correct distribution is used according to individual leaseholder's requirements.
- To find and organise for contractors to attend sites to obtain quotes for works, undertake repairs, etc.
- To produce summary documents of all tenders for issue to clients.
- To arrange meetings on behalf of the directors as required with clients, contractors, etc.
- To log all expenditure for each building and ensure that contractors quote the correct details when invoicing.
- To monitor and follow up overdue accounts and send letters as necessary to recover funds.
- To log all insurance claims and work that is undertaken directly by contractors in order to keep claims history to a minimum for each building.
- To work with the JBL directors to ensure up to date communication to all stakeholders (social media, Mailchimp, newsletters, mail drops, etc).
- To produce and issue Section 20 Notices, using mail merge as instructed.
- To provide general support to the JBL team as and when required including typing of letters, reports, photocopying, etc.
- To attend sites on occasion to ensure an understanding of the properties.

Hours and Environment:

The hours are 30 hours per week, 10.00am to 4.00pm Monday to Friday, based from home for the most part with two days per week in either Pinner or Chiswick according to the director's diaries.

Skills and Attributes:

You should have:

- GCSE English and Maths as a minimum
- Excellent IT skills including Microsoft Office Word, Excel, Access, PowerPoint
- Typing speed of a minimum of 60 wpm
- Ability to do mail merges
- Effective verbal communication skills to communicate positively with a diverse client group and to be able to diffuse difficult situations (building issues for leaseholders can be extremely stressful)
- Excellent written communication and numerical skills to produce succinct and accurate correspondence and reports
- A commitment to promoting a positive, helpful and friendly environment, that will ensure people are left with a great impression of JBL
- Excellent attention to detail and organisational skills
- Effective team skills plus the ability to work on own initiative
- Excellent implementation/finisher skills, to see things through to the end
- Support for the company's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Ability to maintain confidentiality to comply with the Data Protection Act 1998. Where it is a requirement of the job for the job holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example, passwords, are not communicated to unauthorised individuals.

All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

This job description is meant to be an outline, is not intended to list all duties and responsibilities and is subject to change based on the needs of the company. You will be expected to carry out any other reasonable tasks as may be directed by the Directors to meet the needs of the company.

Provisions: You will be provided with a company laptop, access to the company's Office 365 account, an email address and company mobile phone plus normal office expenses (stationery, etc.)

Entry:

Ideally, you should have at least 2 years' experience in an administrative role, preferably in a residential property environment, however all exceptional candidates who meet the skills and attributes for the role, will be considered.

Please send your CV with a covering letter explaining why you wish to be considered for the role, to vedia.johnson@johnsonburke.co.uk