

POST TITLE: Property Assistant
DEPARTMENT: Property Management
POST RESPONSIBLE TO: Associate Director



Principle is a forward-thinking, customer-focused managing agent providing professional property management services nationwide. Principle manages modern apartment buildings, traditional blocks of flats, mixed use developments, private housing estates and private rented sector (PRS) developments, as well as portfolios of rented properties for residential or commercial landlords. It is our vision to positively impact the everyday lives of our communities and this vision guides us to deliver the highest level of property management services to our clients and customers.

JOB PURPOSE

We are seeking a dynamic, self-motivated, customer service professional to support a portfolio of residential developments located throughout England and Wales. Working as part of the Property Management team and alongside Property Managers, you will assist in the delivery of high-quality management services to properties within the portfolio, ensuring professional management and excellent customer service is delivered to both clients and customers. We are looking for an individual with outstanding customer service skills and the willingness and enthusiasm to provide the very best standards of customer support.

KEY ACCOUNTABILITIES

- ◆ **Property Manager Support** – Provide effective support and assistance to your Property Manager(s) to ensure the smooth management of the portfolio.
- ◆ **Customer Communications** – Provide excellent customer service across all channels to ensure customers, clients, contractors and colleagues receive a professional service at all times.
- ◆ **Health & Safety and Compliance** – Work alongside your Property Manager to ensure all legislative requirements are met and actions are closed down in a timely manner.

MAIN RESPONSIBILITIES

- ◆ Work with your Property Managers, you will perform a range of duties to support the smooth running of a portfolio of properties
- ◆ Develop a detailed knowledge of the properties in your portfolio, building a strong rapport with residents and staff on site, as well as clients
- ◆ Be a main point of contact for customers across a number of channels, including phone calls, emails, and our online Customer Portal
- ◆ Ensure that incoming phone, e-mail and written enquiries from clients, residents, contractors etc. receive timely and appropriate responses
- ◆ Give support to customers by answering their queries promptly and professionally through excellent communication at all times
- ◆ Foster trust and confidence in Principle by providing a high quality service to customers at all times
- ◆ Liaise as necessary with contractors to oversee planned, reactive, and remedial maintenance services through to completion across your developments
- ◆ Ensure works are completed to the required standards, in consultation with Property Managers, keep residents updated with progress

- ◆ Effectively work with contractors and supply partners to deliver high quality services and good value for money for customers
- ◆ Ensure insurance claims are efficiently administered
- ◆ Work on our property management system, MRI Qube, to ensure it is maintained with correct customer records and outstanding actions are monitored
- ◆ Provide administrative support to Property Managers to ensure all aspects of compliance and health & safety are adhered to in accordance with statutory requirements across your portfolio

Other Duties

- ◆ Office management duties including greeting visitors, managing post, receiving deliveries
- ◆ Keys management
- ◆ Attend and contribute to team, department and business meetings
- ◆ Contribute business-wide initiatives as required
- ◆ Any other duties commensurate with the nature of the post. This is not exhaustive and will be reviewed periodically when adjustments may be made.

PERSON SPECIFICATION

The ideal candidate will have the following knowledge, skills and qualities:

	Desirable	Essential
KNOWLEDGE & EXPERIENCE		
◆ Educated to GCSE or equivalent level		✓
◆ Recent experience of working in residential property management or a similar environment		✓
◆ Recent experience of working in a customer facing role		✓
◆ Up to date knowledge of the property management sector including relevant health & safety and compliance matters	✓	
◆ Knowledge of MRI Qube property management software	✓	
◆ Knowledge and experience of using and maintaining databases, handling customer data and GDPR	✓	
SKILLS		
◆ Excellent English language skills – spoken and written: grammar, spelling and punctuation		✓
◆ Strong administration and organisation skills with an eye for detail		✓
◆ Excellent IT skills including use of Microsoft Office and other software packages		✓
◆ Excellent time management with the ability to manage priorities and meet deadlines		✓
◆ Ability to communicate effectively to a range of stakeholders		✓

	Desirable	Essential
◆ Excellent interpersonal and customer service skills		✓
QUALITIES		
◆ Positive attitude and proactive approach to problem solving		✓
◆ Excellent attention detail and good analytical skills		✓
◆ Flexible and adaptable approach		✓
◆ Self-motivated and disciplined		✓
◆ Ability to use own initiative and work independently as well as part of a team		✓
◆ Motivated to continually improve with the ability to demonstrate flexibility to meet business needs		✓
◆ Strength to work under pressure, take ownership of situations and resolve issues		✓
◆ Willingness to take on board changes as we develop and grow as a business		✓