



## JOB DESCRIPTION

<b>Job Title</b>	Estate Office & Property Administrator
<b>Place of Work</b>	Based at Ford & Etal Estates, Ford Estate Office, Northumberland, with travel needed around the Estates and local area.
<b>Working Hours</b>	Full time, 9am to 5pm, Monday to Friday. Occasional work outside of these hours will be required, for which time in lieu will be available.
<b>Reports To</b>	Property Manager

*This document sets out the primary duties and responsibilities of the above position. The duties and responsibilities described below are not intended to be exhaustive.*

### The Role

This dual-position role combines strong administrative support (the primary function) with assistance to the Property Manager for residential lettings management and compliance. To be the first point of contact for all Estate Office enquiries, providing an exceptional, welcoming and knowledgeable service and forging a close working relationship between the Estate, its partners and stakeholders.

#### Administrative Support

The role requires proven administrative experience, ideally within a property environment, with excellent organisational and communication skills. Professional, confident and customer focused, with the ability to manage a busy workload in a dynamic office with multiple functions. Supporting a multi-disciplinary office servicing the property, farm, buildings maintenance, forestry, sawmill and strategic needs of the Estates.

#### Lettings Negotiation

Supporting the Property Manager with various letting matters, the technical nature of this role will be subject to the successful candidate's experience. Depending on the applicant, this may include taking a proactive approach to the Estates' residential lettings processes from enquiry to move-in, compliance, simple rent reviews and the allocation of maintenance tasks through Re-Released, the Estates' property management system (PMS). Some experience in the management of residential property would be preferred, however it is recognised that not all candidates may have this, therefore training may be provided to enable a strong administrator to grow into this role.

### Key Responsibilities

#### Administrative Support

- Maintain a polite and welcoming manner to visitors to the Estate Office, providing 'front of house' services as an initial point of contact for visitors.
- Have your 'finger on the pulse' of local matters.
- Responsible for various key Office processes (post distribution, supplies ordering, meeting organisation and preparation, data collation etc.), managing the Office cleaning arrangements and ensure tidiness.
- Appropriating enquiries and calls to the relevant department.
- Keeping Office and departmental logs, telephone directories and updating PMS information.
- Cash banking for the Estates, two charitable trusts & enterprise takings during the summer season.
- Produce plans using GIS mapping (training can be provided) for property, farm and forestry purposes.
- Building Services Department stock control, ordering and stock take.
- Providing other ad hoc support to the Property Manager, Estate Director and other departments as needed.

### Lettings Negotiation & Property

- Supporting and (subject to experience) taking a proactive role in liaison with residential tenants, all with the guidance (as necessary) of the Property Manager.
- Arranging viewings, matching people with their future homes and maintaining the Estates' residential applications & waiting lists.
- Pro-actively utilising the Estates' property management system, Re-Leased, to guide workflow for residential compliance matters, cyclical maintenance support, lettings management and reporting repairs etc.
- Support the Property Manager in all aspects of lettings management and, subject to experience, provide support in preparing tenancy agreements, conducting simple rent reviews, property inspections, referencing checks, ensuring tenant data is up to date and tenancy ends etc.
- Liaising with the Property Manager and Building Services Manager over property availability and maintenance.
- Producing periodic reporting information from the PMS.

### **Qualifications & Experience**

- Able to maintain a polite and friendly manner at all times, a vibrant people person with an interest in rural property and an excellent judge of character.
- An experienced administrator, ideally within a property business.
- Highly organised and quick thinking in terms of workflow, prioritising and digital data management.
- Proactive, observant, solution focused and able to multitask.
- Excellent literacy and numeracy skills are paramount.
- Strong IT proficiency generally, and particularly in the use of Microsoft packages (Word & Excel etc.), as well as being experienced with paper and digital record keeping.
- Experience of residential lettings or agency and compliance procedures is desirable. Qualifications (ARLA, Property Mark or similar) desirable but not essential.
- Experience of property management systems (e.g. Qube, Re-Leased) is desirable but training can be provided.
- Experience in the use of various social media platforms would be an advantage.
- Full clean driving licence with access to own vehicle for business use is essential (mileage allowance will be paid).
- Candidates must be eligible to live and work in the UK