



JOB ADVERT - Details

Company:	Block Recruit
Role title:	Property Management Assistant
Internal Reference Number:	662
Closing date:	-
Salary:	£25,000 PA
Working Hours:	-
Temporary / Fixed Term / Permanent contract:	Permanent
Location:	Central London
Contact details for applications:	zoe@blockrecruit.co.uk 020 3900 0401
Role description:	<p>We're a national, continuously evolving Property Management company. Having experienced such rapid growth, we now have exciting new plans in place to help drive the business forward, implementing stronger processes and procedures along the way and launching new training and development concepts internally. One of these being a bespoke internal training academy designed specifically for us which will allow our staff to continue to develop and grow into Property Management superstars, undergoing training that isn't available anywhere else in the industry!</p> <p>We're a company that values our staff. A company that genuinely cares and rewards hard work. As a company that does things as a team, you'll have the chance to attend numerous social events aimed at bringing our wide-spread, ever growing team closer together. We understand the importance of close working relationships and taking</p>

some time out from the job! Our Summer and Christmas parties are two high points on our calendar, allowing us to celebrate our achievements throughout the year (these have also seen us go abroad!). We hold regular company-wide meetings to ensure we're all working towards achieving the same goals and to celebrate our success from the previous quarter. Here, we are ONE team, which is just one of the ways we are different to other bigger companies.

What are we looking for?

We are now looking to take on a new, customer focused, team-orientated Property Management Assistant to join our London Team. Your role will be a dual role of working alongside our Customer Care Team that are based in our Head Office in Essex, and also assisting one of our Senior Property Managers in our East London office with the management of one large estate. The role is fast paced but highly rewarding and will allow you full exposure to the world of Block Management.

Working alongside our qualified, hardworking Property Managers will give you invaluable hands-on experience and working through our training academy will enable you to further your career down the line and develop as a Property Management professional.

Alongside the other members of the Customer Care Team, your role will be to provide support to the Property Management Teams and be the first point of contact for all customer enquiries, providing exceptional customer service to leaseholders, clients, contractors and others who engage with the company.

As our new Property Management Assistant, your duties will include:

- Liaising with customers over the phone to understand the reason for their call and take the necessary steps to resolve the matter in the first instance.
- Dealing with incoming post and attempt to deal with all correspondence upon receipt.
- Responding to emails sent to the customer care inbox and ensure that they are dealt with within 48 hours of receipt. Work to ensure that wherever possible the email is responded to in full without the need for the Property Managers involvement.
- Sending out all mailings including preparing mail merges, printing and enveloping.
- Working with contractors including raising works orders, chasing contractors for information, and generally obtaining updates about ongoing works as and when necessary.

- Processing supplier invoices to ensure that these are uploaded and ready for approval.
- Actioning site visit reports to instruct any necessary works, raise works orders as required, send out site wide communication as necessary, ensure that any health and safety action items are updated etc.

Working as part of our Customer Care Team:

Our mission is to deliver services clients want in a way that customers need. We recognise that this is a big task, especially in the Property Management sector. As we grow as a business it is important that we find the most effective way to support our Property Managers to enable us to succeed in achieving our mission and our vision. The implementation of the Customer Care Team is one of the biggest changes we have made as an organisation to achieve this. The Customer Care Team has been implemented to ensure:

- Increased consistency in service delivery across all our regions.
- All customer enquiries are dealt with in a timely and professional manner.
- Our people on the front line, our Property Managers, have access to the support they need all year round.
- The administration workload is distributed across a team rather than having individuals responsible for entire regions.

Minimum Requirements

- Excellent customer service skills
- Excellent administration skills
- Good telephone manner
- The ability to resolve any issues calmly & efficiently

If you don't meet the requirements for this role, call the Block Recruit team to see what other roles we may have which could fit your current level of experience or "create an account" with us on the website, so we can stay in touch and let you know when other roles to come up. Everyone is of value to us.

Desirable Requirements

- Block Management experience

	<p>Salary Range & Benefits</p> <p>This position is paying a competitive salary of c£25,000 per annum depending on experience plus a number of attractive benefits.</p> <p>Application Process</p> <p>Once we have received your CV you can expect to get a call or email within 1 week.</p> <p>Unfortunately, if you don't meet the minimum requirements for this position then you may not be contacted for this role. However, we would still love to discuss other opportunities suitable to your current skill set and experience and how we can assist you in your employment search. Give us a call for a confidential careers chat.</p> <p>For the chance to start out your career in Block Management with a company that is going places, apply today!</p> <p>Contact: Zoe Southwell www.blockrecruit.co.uk 020 3900 0401 zoe@blockrecruit.co.uk</p>
<p>Company website (optional):</p>	<p>https://www.blockrecruit.co.uk/job/property-management-assistant-london-central-london-662.aspx</p>