

ROLE PROFILE

Private Rent Administrator



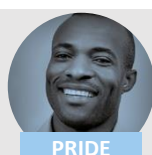
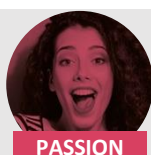
Role Overview

Provide the highest standards of service to customers on all aspects of the Your Housing Group's Private Rented Sector (PRS) / market rental products by delivering an efficient and effective property management administrative service in line with the Group's policies and procedures.

RESPONSIBILITIES

- Provide the first point of contact for customers, estate agents, and contractors.
- Provide administrative support to the PRS Team e.g preparation of tenancy documentation, invoice coding, Purchase Orders, referencing, and taking holding deposits etc.
- Maintain property management information on behalf of the PRS Team including updating of Orchard Housing, website pages, spreadsheets, databases, standard letters etc.
- Maintain databases and internal records for all initiatives and transactions managed within the team, ensuring accurate information is provided for management information.
- Carry out visits to our properties as and when required.
- Maintain "Goodlord" our tenant referencing portal and keep all parties updated.
- Build and maintain positive working relationships with internal and external stakeholders, to ensure the achievement of statutory and operational objectives.
- Support PRS Team Leader with administrator of Commercial Units.
- Undertake additional duties appropriate to the role and/or grade

Our Values & Competencies



Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ Excellent customer service skills.
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of the private or social rental sector
- ✓ Able to prioritise and manage own workload
- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience working in a residential lettings and property management environment
- ✓ GCSE Maths and English (or equivalent)
- ✓ To be resilient, flexible, and enthusiastic

BENEFICIAL TO THE ROLE

- ✓ Experience of housing legislation and tenancy/housing management principles
- ✓ Experience working in a residential lettings and property management environment
- ✓ Experience of using bespoke Housing Management ICT systems
- ✓ Performance Driven