

HR FORMS

JOB DESCRIPTION

2019



Job title:	Operations Administrator	Version date:	1.0
Business area:	Templemead	Job family:	Templemead
Reporting to:	Director of Valuation and Professional Services	Approved role?	Y
Job holder:	N/A	Code staff?	N/A

Templemead Property Solutions (TPS) is a newly formed, wholly-owned business of Curtis Banks Group.

TPS has been established to act as an alternative supplier of property services to the 9,000 SIPP clients of Curtis Banks who invest in commercial real estate. The portfolio includes more than 6,500 properties, nationwide, invested in traditional sectors.

Purpose

The core focus of this role is to manage the administration functions of TPS. This role would suit you if:

- You like working as part of a small team
- You want to put your experience to use in a new venture
- You relish taking responsibility and setting things up from scratch
- You possess excellent organisational and communication skills
- You have the ability to work and thrive in a 'start up' environment
- You are adept at working independently

Principal accountabilities:

- To manage and allocate the flow of instructions received by TPS to an in-house, regionally-based team.
- To ensure the acknowledgement of instructions on a timely basis through TPS's dedicated mailbox and ensure all instructions are appropriately recorded on the job tracking system.
- To monitor work-flows and produce Management Information reports detailing status and compliance of work in progress, measured against set Key Performance Indicators.

CONTINUED

- To act as a central point of contact for queries originating from the Curtis Banks property teams in relation to new enquiries and work in progress.
- To act as a central point of contact for queries originating from third party suppliers, occupational tenants and SIPP members.
- Coordinate the in-house team and third party suppliers' inspection arrangements.
- To manage the receipt and onward distribution of finished reports to Curtis Banks property teams
- To manage the payment of third party supplier invoices; raise and seek payment of TPS invoices in conjunction with Curtis Banks Finance team
- Manage a credit control function to ensure timely payments from SIPP members
- Develop processes to monitor and measure customer satisfaction
- To help in the organisation of Company Board meetings
- Assist in the planning, education, promotion and selling of valuation and professional services to Curtis Banks Group clients, advisors and employees
- Communicate effectively with all stakeholders, including working with senior management and integrating with other departments
- Maintain and promote the image and culture of the Curtis Banks Group

Qualifications

- A property related qualification would be desirable but not essential

Knowledge

- Existing knowledge of SIPP Property administration and processes would be desirable but not essential.

Skills and Experience

- Conversant with job-tracking and financial management systems
- Understand the requirements for data protection and prevention of financial crime as well as demonstrate exceptional information security control.
- Able to set priorities and quality standards in own work, to consistently achieve or exceed these standards.
- Understands the firm's overall compliance procedures and duty to ensure effective customer outcomes.
- The ability to work from home/remotely.

CONTINUED

Declaration

It is a requirement of Curtis Banks that its employees are aware of and conform to legal requirements in all activities, both internal and external. Implicit in this is that all managers and staff not only conform to the appropriate standards in terms of Health and Safety, but also work to the highest standards of business ethics.

- I acknowledge that I have read and understood the above Job Description.

Signature & Agreement:			
Employee signature:		Date:	
Manager signature:		Date:	