

HR FORMS

JOB DESCRIPTION

2019



Job title:	Property Rent Arrears Administrator	Version date:	1.0
Business area:	Property	Job family:	Operations
Reporting to:	Property Team Leader	Approved role?	Y
Job holder:	N/A	Code staff?	N/A

Purpose

- Administrators provide an important role in the administration of our SIPPs.
- There are a range of important tasks in the operation of SIPPs which Administrators handle which include the ongoing and day to day administration of commercial property holdings and the surrounding regulatory requirements within the department.
- The Rent Arrears Team proactively ensure the rent arrears associated with its SIPP Property Portfolio are managed in accordance with best commercial practice, company policy and HMRC pension guidelines. They are responsible for providing an on-going quality administration service to our clients.

Principal accountabilities:

- Processing of clients instructions and any task activity accurately and to the service standards set by the Company, at all times maintaining confidentiality and demonstrating discretion.
- Building good relationships with clients and business introducers.
- Where relevant and appropriate, informing Account Managers, clients and financial intermediaries of specific matters or issues affecting their schemes and property investments, especially actual or potential problems.
- Develop strong relationships with key third party professionals, including Solicitors and Surveyors.
- Ensuring that client deadlines, all internally agreed key performance indicators, service standards and regulatory reporting requirements are met.
- To fulfil any other reasonable requirement of the department or Curtis Banks
- Proactively identifies risk within the department and escalates concerns to Team Leader.

Qualifications

- N/A

CONTINUED

Knowledge

- Demonstrates a full operating knowledge of the key administration and support software that is central to the role within the business. Able to cross train new starters to our internal procedures and methods.
- Demonstrates knowledge of our commercial market place and where the Company sits within it.

Skills and Experience

- A sound and proven experience within the field of Commercial Property administration and/or SIPP administration of dealings.
- Able to demonstrate exceptional information security control.
- Able to demonstrate the ability to identify data anomalies and issues and correct them at source or seek guidance as appropriate.

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:	