

ASSISTANT PROPERTY ADMINISTRATOR

IPSWICH

2019



About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPs), part of Curtis Banks Ltd, based in one office on Princes Street, Ipswich just a 5 minute walk from the railway station. Our employees are a mix of all ages and there is a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit Curtisbanks.co.uk or find us on LinkedIn and Facebook.

The Role

At Curtis Banks, we believe that a business can only be as successful as the people who work for it. Our commitment to encourage employees to take responsibility for their career, encouraging them and offering opportunities for advancement, is an integral part of our business strategy.

- The Curtis Banks Group owns a commercial property portfolio of c.6000 properties with a value of over £2 billion. The Property Department of 50+ individuals administer properties across the United Kingdom the use of which ranges from the ordinary to the extraordinary.
- We are seeking administration resource in the Property Department for a variety of teams accountable for the administration of commercial property assets held by Curtis Banks on behalf of SIPP investors.
- Responsibilities within the Property Department include progressing purchase, sale, building work and lease transactions as well as overseeing and/or undertaking all other aspects of commercial property management and credit control.
- The available roles would suit professional individuals with experience of and/or an interest in residential/commercial conveyancing, commercial property management, technical administration or credit control.
- Successful candidates may be transitioned either on a temporary or permanent basis to other comparable roles within the wider Property Department to support the continued effective management of our property portfolio subject to business needs.

You will

- Support the delivery of core processes/transactions in line with customer requirements and process objectives ensuring all operations are completed in accordance with associated legislation and tax regulations.
- Provide support to junior and senior colleagues on all related property matters.
- Maintain and develop relationships with internal and external customers to include Solicitors, Lenders, Valuers, Architects and Financial Advisers to ensure accurate communication of

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information, transparency and understanding in respect of all processes, controls and requirements to manage customer expectations.

- Work successfully to objectives, targets and deadlines.
- Interact with customers via both telephone and in writing, politely and efficiently in order to convey a positive image of the business, build customer loyalty, enhance relations and provide excellent service.
- Undertake preliminary assessments of information, documents and requirements including sourcing information, technical inputs and other research prior to progressing the matter.
- Understand and adhere to all relevant controls such as internal risk controls, data protection, money laundering and ensure compliance of all regulatory, business and legal requirements.
- Identify and recommend improvements to current working practices within own team.
- Consistently promote the company's policy on treating customers fairly (TCF).

Qualifications

- 5 GCSEs (or equivalent) at grades A-C (or equivalent) to include English and Maths (Essential)
- To obtain the Life and Pensions Foundation Certificate (or equivalent) within 12 - 18 months (Desirable).

Skills and Experience

- Good understanding of commercial property and an awareness/understanding of the basic landlord/tenant framework. (Desirable)
- Understanding of SIPPs, surrounding legislation and regulatory requirements. (Desirable)
- Basic knowledge and understanding of property industry and regulatory requirements. (Desirable)
- Ability to communicate effectively both verbally and in writing. (Essential)
- Good people and interpersonal skills to build up effective relationships at all levels internally and externally. (Essential)
- Must possess strong attention to detail; possessing the ability to learn new procedures quickly and to be able to manage multiple job functions. (Essential)
- Proficient in the Microsoft Office Suite (Desirable)
- Ability to plan own workload to meet business requirements and service level agreements. (Desirable)
- Excellent organisational skills and ability to remain calm under pressure in order to manage customer expectations and deadlines. (Desirable)
- Relevant work experience. (Desirable)

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, fantastic holiday benefits and the opportunity to take part in our Sharesave Scheme.
- Amazing Pension contributions from the business
- Benefits scheme that includes discounts from shops, gyms etc.