

ASSISTANT PROPERTY ADMINISTRATOR

JOB DESCRIPTION

2020



About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPs), part of Curtis Banks Group PLC. Our office in Ipswich is based in Princes Street, just a 5 minute walk from the railway station. Our employees are a mix of all ages and we have 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.

Job title:	Assistant Property Administrators	Version date:	2021
Full/Part Time:	Full Time	Salary range:	Depending on experience
Business area:	Property Department	Job family:	Customer Service
Reporting to:	Head of Property Management	Location	Ipswich

Purpose

We are seeking administration resource in the property team accountable for the general administration of commercial property assets held by Curtis Banks on behalf of SIPP investors. Responsibilities will include management of rent reviews, lease renewals and tenant enquiries.

Responsibilities:

- To undertake day to day activities within the property team to meet customer requirements and achieve required targets and objectives.
- To maintain and develop contact with internal and external customers by both telephone and email to include solicitors, valuers, tenants, investors and financial advisers to ensure accurate communication of information.
- To ensure a high level of quality and accuracy is maintained, delivering excellent service for all of our customers.
- To interact with customer and third party enquiries in a professional, fair and consistent manner via both telephone and/or in writing.
- 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.
- To consistently promote the company's policy on treating customers fairly (TCF)

Qualifications

- 5 GCSE's (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

CONTINUED

Knowledge

- 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)

Skills and Experience

- 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)
- 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)
- 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)
- Relevant work experience. (Desirable)

Treating customers fairly

- Understand the commitments that are made about the level of service during the marketing and sales processes to ensure the area is capable of meeting those expectations
- Consider the needs of the particular target markets for products and tailor the service proposition to meet those needs effectively
- Ensure customers are provided with relevant information at appropriate times throughout the life of products to enable them to manage their reasonable expectations regarding the potential future benefits available
- Ensure customers have sufficient information to enable them to understand when advice may be required and, where appropriate, ensure customers have access to suitably qualified advisers
- Analyse feedback from all sources to ensure that customers' reasonable expectations of performance and service are met and where failings are identified, provide information to relevant areas to enable changes to be made
- Organise and manage the provision of service to give sufficient priority and opportunity to customers wishing to change product, switch provider, submit a claim or make a complaint

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
- Length of Service awards
- Benefits scheme that includes discounts from shops, gyms etc.