

**Administration team leader – Auctions**

**Chilwell Nottingham**

***Love customers, love people and results focused? Join us – and we'll bring it all together***

### **Your life as the Administration Team Leader**

You'll walk into work with a thirst for loving our customers by ensuring that you motivate your team of 10 administrator to pick up every call and just fix it. Your team will be the first point of contact for our customers that need help. You'll review every day's performance and process looking at how you can make it better. By leading your team you'll develop and inspire them to be the best they can be. You will review and enhance our current processes to benefits the business, team and our customers. You'll be results focused wanting to create an amazing team of people to help revolutionise the market.

### **What you'll do**

- Lead the Auction administrators ensuring our level of customer service is always awesome!
- Manage, coach and motivate the team through the values management process with regular 1:1s to deliver SLA's & KPI's.
- See every complaint as an opportunity to make things better
- Create strong partnership with the Auctions management team to ensure your team are accountable for fulfilling key administrating processes, projects to delivery business goals.
- Review all administrative processes and look for efficiencies to drive improvements.
- Planning will be key to ensure managing of holiday request cover, sickness and other relevant absents in the team are not effective on the consistency of services to the business.
- Develop team members to reach their full potential and create a forward-thinking environment where success is celebrated.

**Love OUR  
CUSTOMERS**

**DARE TO BE  
DIFFERENT**

**MAKE IT  
BETTER**

## Who we're looking for

We're looking for someone who has passion, someone who can just grab a team and help lead them to deliver what they never thought possible. With the zest and desire to make a difference every day. Always looking for the positive, always looking to make things better.

- Team Leader experiences ideally within property management and or Estate Management.
- Rounded administration skillsets experiences within a fast pace business.
- Clear thinking and confidence to influence others and make good business decisions
- The ability to develop creative solutions that move the team forward in line with our culture and vision.
- Great leadership and people management skills with a genuine desire to grow their people
- A natural capacity to use their initiative, solve problems and fix things and easy to build relationships at all levels.
- A desire to get the detail right every time and with excellent communication and interpersonal skills.
- Ability to juggle conflicting demands ensuring key priorities and deadlines are met
- The successful candidate will require to complete pre-employment screening.

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## What we do

SDL delivers national coverage across the board, in surveying, financial services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. Within Property Management we provide estate, leaseholder and commercial property management services as well as private rental and build-to-rent services and a unique franchise scheme for property management. Never afraid to do things differently, we are constantly evolving our services in response to customer needs and market opportunities, introducing improvements and innovations that are helping to shape the future of our industry.

## What we care about

Revolutionising our customers' experience is what drives us every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more, and we want to bring it alive for them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

## How to apply

Write an email telling us why this job's got your name on it. Attach your CV. Press send.

[recruitment@sdlgroup.co.uk](mailto:recruitment@sdlgroup.co.uk)

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