

## Office Manager - Auctions

Birmingham

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

### Your life as Office Manager

We are seeking a dynamic and enthusiastic Office Manager to join our Birmingham office (B3 3LP). The Office Manager will add huge value to a busy day-to-day support function to our operation auctions business team. You will be the face of the Office ensuring all customers have a great services and journey on site, duties will include providing support to the office team in a wide range supporting needs, communicating with customers and providing first class customer service. You will also be liaising with the operations team in the field and, ultimately, ensuring the efficient and smooth day-to-day operation of the office.

### What you'll do

- Managing the day-to-day running of the office and control management of diaries for our operations team.
- You and your team will be first point of contact for all customer queries and field service calls that come in by email and phone
- The Office Manager will be accountable for the team to manage all Property bookings and viewings.
- Lead the Auction team for ensuring our level of customer service is always awesome!
- Manage, coach and motivate the team through our values management process with regular 1:1s to deliver SLA's & KPI's.
- Develop exceptional working relationships with customers to encourage repeat business and recommendations.
- Managing and developing teams using your knowledge and experience to ensure they fulfil their potential and enable them to meet and exceed SLAs and KPIs.
- Support with the increase of revenue and profitability through the achievement of business, team and individual targets.
- Attention to detail and with strong communication skills both verbal and written.
- Managed the Health and Safety processes and procedures of the site, our people and customers.

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BETTER

- Provide regular feedback to senior management on operational performance across all areas of the business and implement initiatives to improve operational efficiencies.

### 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.

- A natural leader, with the ability to motivate and influence others
- Previous experience in a managerial role ideally within property or estate agency. Experience in managing a large office with high volume.
- Results driven attitude and motivated to exceed targets.
- Strong interpersonal skills; effective communicator at all levels (written and verbal).
- Strong coaching and mentoring skills and ability to work under own initiative
- Ability to work flexibly and cope with changing priorities
- Ability to work under pressure and high attention to detail
- Excellent organisational skills with a methodical approach towards workloads
- Understand the importance of confidentiality and use of tact and discretion
- 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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