

**If helping people is what you're all about  
You're about to realise this job's for you**

## **SDL Property Management**

### **What we do**

SDL delivers national coverage across the board, in surveying, mortgage 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 each and 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 be the ones to wow 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.

### **Your life as a Property Assistant**

Making it your mission to wow our landlords, tenants, your colleagues and other teams with your thoughtfulness and positive attitude, you'll work at the heart of our Estates Management Customer Service team. Your mission will be to take first-class care of the day-to-day management of blocks of flats and commercial properties with the help of your Team Leader. You'll enjoy being your efficient and helpful self as you schedule maintenance, update systems, respond to queries, get things fixed, help with lease extensions - and a lot more

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CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER

besides... You'll also shout out ideas for improving how we work – to make sure we always stand out from the crowd.

## What you'll do

Providing an excellent level of customer service to customers by:

- \* Dealing with the day to day management of blocks of flats and commercial properties
- \* Responding to incoming calls, emails and letters
- \* Working closely with the Property Managers to resolve customer queries efficiently and arranging property visits where necessary
- \* Helping to quickly resolve customer queries and complaints, working closely with Property Managers

And don't forget the all-important day-to-day details:

- \* Handling administrative duties to make our clients and customers lives easier and to make SDL easier to work with
- \* Record data into our property management systems - getting it right first time
- \* Negotiate maintenance contracts, agreeing works and ensuring their completion within agreed timescales
- \* Place and monitor service contracts, having first cast a beady eye over costs

## Who we're looking for

We're searching for an administration superstar with a good heart and an eye for detail who has:

- \* An understanding of what sensational customer service look like and attention to detail 'right first time' - and at least 12 months experience delivering it
- \* Confidence when it comes writing clearly and fluently
- \* The ability to stay calm and focused in a fast-paced office and multi-tasking role
- \* The personal drive to use their initiative and get things done without supervision
- \* The ability to prioritise and keep promises no matter how challenging the day
- \* Great communication skills, in writing and in person

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# PROPERTY ASSISTANT



- \* An enthusiasm for getting ever-better at their job through training and development
- \* Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening

And, ideally, but not vitally:

- \* Experience in the property management sector
- \* A flexible and logical approach to work

## How to apply

Write an email telling us why this job has got your name on it. Attach your CV. Press send.  
recruitment@sdlgroup.co.uk

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