

PROPERTY ASSISTANT (Level 1 Role)



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

SDL Group Services

Nottingham

What we do

SDL delivers national coverage across the board in 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 and leaseholder property management services as well as private rental and build-to-rent services. 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 estate properties with the help from the Senior Property Managers. 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 besides...

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CUSTOMERS

DARE TO BE
DIFFERENT

MAKE IT
BETTER

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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

- Client/Customer Liaison - to deliver excellent customer services forming relationships with internal and external Clients alike, and to deal with all queries and correspondence in a professional and timely manner.
- Customer Service - Continuously pursuing “Excellence in Customer Service”, looking for ways and ideas to improve the Company’s service, and accepting progressive change as a part of the office routine.
- Communication – telephone and email enquiries in relation to the developments. To act as first point of contact for leaseholders’, letting agents, contractors and developer telephone and email enquiries and ensure all administration in relation to such enquiries are resolved and/or expediate to Property Manager. Record and update all interactions via in-house systems if required. Fully and promptly communicate any relevant updates with residents via the company systems and other forms of communication.
- Administration/Data Input
- Accurate record keeping, filing and updating of important information on Company's systems.
- To utilise the Property Management system - QUBE correctly and ensuring all tasks are completed in timely manner.
- To maintain on a timely basis an accurate database for the property details of properties managed.
- Key Waivers - ensure accurate records and safe storage of keys.
- Budget - raising of Purchase Orders, forwarding them onto contractors and filing.
- Repairs, Maintenance & Contract Management - to act as the first point of contact for all repairs informing the Property Manager and adopting agreed procedures. Liaise with

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contractors to schedule repairs and maintenance visits, ensure that works are completed within the given timeframe. Ensuring that all contractors working on site are signed in, issued with permits to work, signing in and out of keys and access fobs. Managing contracted works, re-tendering and liaising with contractor for works completion.

- Health & Safety - follow all company's H&S procedures.
- Insurance - Make sure all insurance certificates are up to date and have been saved.
- Data Integrity Updating - update QUBE and other key information systems with new and amended information as and when received relating to customer records.
- Other Commensurate Duties - carry out such other tasks as may from time to time be reasonably required.

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
- * Previous administration experience is essential
- * The ability to stay calm and focused in a fast-paced office and multi-tasking role
- * The ability to prioritise and keep promises no matter how challenging the day
- * Excellent communication skills and a professional telephone manner
- * The ability to problem solve and to work through difficult scenarios whilst also knowing when to seek help
- * A high level of accuracy and attention to detail when inputting data onto the system
- * IT literate in Microsoft Office.
- * Good organisation skills and able to prioritise workload

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- * Ability to work well in a team and on own initiative.
- * 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.

careers@sdlgroup.co.uk

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