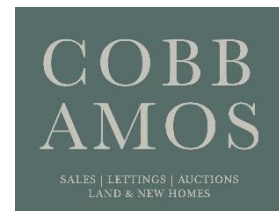


COMPLIANCE ADMINISTRATOR

Property Maintenance

Reporting & Accountable to Company Directors



Overview

To be responsible for carrying out property inspections, ensuring our portfolio of properties are compliant by arranging Gas Safety checks, Electrical Safety checks and the installation of smoke alarms. You will liaise with all contractors to ensure their public liability insurance is up to date and will assist Property Maintenance with any remedial works required following a property inspection.

Responsibilities

- Serving notices on behalf of Landlords
- Registration of tenant deposits
- Reviewing current rental values for active Tenancies
- Arrange Electrical Safety checks with contractors and inform Tenants and Landlords
- Obtain the Gas Safety and Electrical Safety certificates and ensure they are linked to the CRM system and property file
- Arrange Gas Safety checks and boiler servicing with contractors and inform Tenants and Landlords
- Arrange chimney sweeping when required
- Obtain HEATAS certificate if required and ensure it is linked to the CRM system and property file
- Arrange EPCs with preferred contractors through Xero
- Ensure all contractors have current Liability cover and carry out periodic inspection of completed works to ensure that they are fit for purpose, competitive and to an acceptable high standard
- Reporting weekly and month end figures to the Directors
- Ensure all actions are taken on Move in Packs passed over by lettings
- Arrange property inspections with Tenants and inform the Landlord
- Carry out property inspections, check-outs and inventories & compile the report making sure it is linked to the CRM system
- Execute contract releases/surrenders when required on behalf of Landlords
- Prepare and serve contract amendments when required

Personal Characteristics

<i>Characteristic</i>	<i>Importance</i>
1 year administration experience	<i>Preferable</i>
Desire to engage effectively alone or as part of a team	<i>Essential</i>
Able to work efficiently alone or as part of a team	<i>Essential</i>
Strong communication skills, both oral and written	<i>Essential</i>
Organised and able to prioritise workload effectively	<i>Essential</i>
Good interpersonal skills and tenacity in making high call volumes	<i>Essential</i>
Strong character that is able to handle and deal with difficult situations	<i>Essential</i>
Passionate about doing a brilliant job	<i>Essential</i>
Sales skills/ability to ask probing questions and be able to close	<i>Essential</i>
Computer literate on CRM entry and mindful of data & GDPR	<i>Essential</i>
Displays tenacity and determination to succeed	<i>Essential</i>
Able to think on their feet in changing situations	<i>Essential</i>
Capable of recording and taking responsibility for figures	<i>Essential</i>
Ability to meet targets and deadlines	<i>Essential</i>
Maths and English grade 4 or above (Grade C)	<i>Essential</i>
Rent Smart Wales Agents License	<i>Preferable</i>

Additional Notes:

Current full clean UK driving license and insurance covering business use is required.
Use of own car & ability to commute to office location
Will be required to obtain a Rent Smart Wales license.
Based at our Hereford Office – 14 King Street, Hereford HR4 9BW