

## Job Description for Property Administrator, Scone Palace

<b>Job Title:</b>	<b>Property Administrator</b>	<b>Responsible to:</b>	<b>Assistant Surveyor</b>
<b>Main purpose of job:</b>	The Property Administrator is a key member of the Property Management team and is responsible for co-ordinating the administration of property lettings, repair and maintenance. Administrative support will also cover the Sporting enterprise.		
<b>Main responsibilities include:</b>			
<ul style="list-style-type: none"> <li>- Being the first point of contact for tenant enquires; face to face, telephone and in writing</li> <li>- Preparing leases and paperwork associated with property and sporting lets</li> <li>- Processing the monthly rent-roll for property and sporting lets</li> <li>- Directing maintenance &amp; repair issues to the Maintenance Team or external contractors as appropriate, taking guidance from the Assistant Surveyor</li> <li>- Co-ordinate and maintain a list of emergency call-out telephone numbers of contractors and services</li> <li>- Co-ordinate and maintain the Approved Contractor database and associated records</li> <li>- Handle general enquiries including written, phone and email, responding promptly and courteously</li> <li>- Co-ordinate and make appointments for day-to-day and cyclical maintenance jobs in liaison with the Maintenance Team</li> <li>- Assist with the development of a comprehensive record and systems property database, and ensure it is accurate and up to date</li> <li>- Ensuring standards of excellence at all times and ensuring full compliance in letting standards are met</li> <li>- Assisting to develop and maintain the Estate digital mapping programme when it is introduced</li> <li>- Ensure (together with colleagues) that access is afforded to all sites as required for reading of utility meters, inspections by statutory authorities and insurance company representatives as required</li> <li>- Ensure the department holds a complete set of keys for all properties; recording issue of keys</li> <li>- Monitor contractor/supplier invoices and, subject to Assistant Surveyor's approval of work completed, present invoices to Accounts for payment or raise invoices as required</li> <li>- Preparation of purchase orders and property debt management in liaison with the Assistant Surveyor</li> <li>- Ensure the smooth running of the Property/Sporting office, including accurate &amp; prompt filing and updating of property/sporting documentation; leading in the change towards paperless, electronic filing.</li> <li>- Co-ordinate sporting (fishing, shooting and stalking) bookings and prepare contracts and invoices in liaison with House Opening colleagues regarding lunches and accommodation requests</li> <li>- Record annual catch returns for fishing and regular statutory returns associated with shooting</li> <li>- Administration of the Stormont Angling Club and Waulkmill Fishing Syndicate, including preparation of AGM papers and annual catch returns; attending fishing AGMs.</li> <li>- Attend office based and off-site meetings and take minutes as necessary</li> <li>- Undertake any training courses where appropriate</li> <li>- Any other reasonable duties as requested by the Assistant Surveyor or Management Team</li> </ul>			

## Person Specification for Property Administrator, Scone Palace

FACTOR	ESSENTIAL (E) Or DESIRABLE (D)
<p><b>QUALIFICATIONS</b></p> <p>Good standard of education to include GCSE or equivalent in English &amp; Mathematics</p> <p>Administration qualification</p> <p>IT qualification</p> <p>Full and clean UK driving licence</p> <p>Residential Lettings Qualification (Propertymark / Letwell / NALS or equivalent)</p>	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p>
<p><b>EXPERIENCE</b></p> <p>Demonstrable practical experience of working in a similar administrative role</p>	<p>E</p>
<p><b>SKILLS AND ABILITIES</b></p> <p>Strong administrative and organisational skills – able to prioritise workload, work efficiently and confidently in a demanding and busy environment</p> <p>Strong IT skills – flexibility across a number of software packages, with a good, working knowledge of Microsoft Office suite</p> <p>Ability to plan and manage priorities</p> <p>Ability to respond to queries and issues quickly and effectively</p> <p>Strong attention to detail, being able to analyse and simplify detailed information, identifying and recording key elements</p> <p>Strong communication skills – excellent written and spoken English with ability to build relationships with colleagues, tenants and contractors</p> <p>Excellent problem-solving skills</p> <p>Up to date knowledge of the latest Health &amp; Safety developments</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<p><b>PERSONAL QUALITIES</b></p> <p>Strong team player with a positive, proactive and flexible attitude</p> <p>Confident, helpful and polite with professional manner and appearance</p> <p>Works well under pressure</p> <p>Ability to work well within a small team</p> <p>Keen attention to detail with a methodical approach</p> <p>Able to adapt to change at short notice</p> <p>Able to work on own initiative in a pro-active matter</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>