

Kingston Role Profile

Title: Administrator (Block Management)

Reporting to: Property Manager Team Leader

Date: November 2024

Purpose

Support the delivery of outstanding leasehold property management services to Kingston's clients.

Deliver exceptional and professional administrative services to the property management team to assist with the efficient and effective maintenance of the communal areas/common parts of the Kingston client portfolio.

Contribute to the efficient day to day running of the property management department, providing support to internal and external customers.

Accountabilities

Operational

- Support the delivery of excellent, consistent, and responsive customer service.
- Deliver a wide range of administrative duties resulting from customer queries efficiently and effectively.
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information that supports and broadens the scope of information provided by Kingston. This includes inputting and extracting relevant information.
- Support the day-to-day operation of the Block Management team assisting the Property Managers as and when required which will include supporting the delivery of planned and reactive maintenance with a range of administrative duties to ensure buildings are adequately repaired and maintained according to the terms of the lease.
- Support in the arrangement, administration and attendance at Residents Meetings and AGM's as per our Management Agreement.
- Provide an administration service to the Property Managers which will include issuing new fobs/keys when there is a change in system, answering sales

queries, logging repairs, sending letters, obtaining quotes following site inspections, laminating signage, preparing and printing documents ahead of meetings, liaising with contractors, collating information etc.

- To contribute to initiatives for the development and enhancement of service delivery.
- To continually seek to improve the quality of services to customers.
- Meet targets and agreed performance levels.

Strategic

- Follow all guidelines and parameters set by The Property Institute.
- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Comply with all relevant legislation, policy, and procedure.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

Corporate

- Contribute to raising the profile of Central Services across the business and to promote the Company positively at all times.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising, and managing risks in your service area, consistent with Kingston's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day-to-day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential criteria:

- Educated to GCSE Grade C/O-Level equivalent including Maths and English
- Exceptional administration, organisational and prioritisation skills
- Excellent interpersonal and communication skills, both written and oral
- Advanced IT skills, particularly with Microsoft packages
- Self-motivated with the ability to work unsupervised.
- Enthusiastic team player
- Positive 'can-do' attitude
- Ability to work under pressure and meet tight timescales.

Desirable criteria:

- Previous experience of block or property management
- Able to see the big picture and willing to contribute to development and delivery of services across different disciplines.
- Working knowledge of MRI software

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included once Framework is designed)	
Behaviour	Expectation

