

## Role Profile

**Role title:** Property Helpdesk Administrator

**Reports to:** Ops Admin and Property Helpdesk Manager

### **Objectives of the Role**

- Receive and log calls and emails from Tenants, Business Development Managers (BDMs), Estates Surveyors and Contractors
- Ensure all calls and emails are logged and processed efficiently on the inhouse purchase order system (ERCOS)
- Determine responsibility for repair issues and advise the tenant accordingly
- Raise purchase orders when approval has been received from the BDM, Head of Property or Operations Director depending on level of cost
- Communicate with tenants and BDMs on estimated work commencement dates, and keep them updated so that they are fully briefed as to when work will be carried out and reasons for changes to planned timescales when appropriate
- Confirm completion of works with contractors and processing of recharges when required
- Assist field teams with provision of general budget control information
- Communication with internal departments following works to maintain an inventory list
- Undertake contractor reporting duties including communicating and monitoring KPIs and reporting results to the property Helpdesk Supervisor
- Assist in driving contractor performance through feedback on time, cost and quality assessments

### **Key Responsibilities**

- Process repair calls and emails from Admiral staff and third parties
- Resolving general queries and calls from third parties
- Liaising with contractors, local authority officials and licensees
- Liaising with other departments within Admiral to manage processes and updates
- Calculation of budget for minor capex repairs to individual properties
- Regular reporting on contractor performance and presenting to the Property Helpdesk Supervisor
- Meetings with contractors and suppliers to review progress and KPI's
- Contractor monitoring and review in relation to agreed KPIs

- Awareness of health & safety, environmental health and trade critical issues and prioritise jobs accordingly
- Awareness of reported issues which could be potential insurance claims and handling accordingly
- Weekly catch up calls with surveyors on outstanding property issues

### Key Skills

- Excel and Outlook skills (including Inbox management) essential
- High degree of accuracy and attention to detail
- Great organisational skills and ability to prioritise and work to tight timescales
- Excellent communication skills, both written and verbal
- Flexibility to cover other departmental tasks or assist as required
- Good team player
- Able to manage difficult conversations
- Property management experience is desirable but not essential

### Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



#### Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



#### Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



**Behaviours**

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



**Behaviours**

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

