

## Role Profile

**Role title:** Property Helpdesk Administrator

**Reports to:** Property Helpdesk Supervisor

### Objectives of the Role

- Process record property enquiries from Licensees, Property managers (PM), Business Development Managers (BDMs), Estates, Regional Operating Directors(RODs), Directors, Contractors and third parties. You will be the 1<sup>st</sup> point of contact for urgent Health & Safety / Business Critical Property enquires. Clarifying detail establishing urgency / providing initial guidance to relevant party.
- Ensure all property enquiries are logged and processed efficiently on the property database.
- Determine responsibility for repair issues (licensee agreements and service charges) and advise the licensee accordingly. Log insurance claim if required.
- Raise purchase orders ensuring relevant approval has been obtained from the BDM, PM, ROD, Head of Property or Directors depending on level of cost.
- Liaise with contractors to provide licensees and internal contacts with updates on estimated work commencement dates, ensuring all parties are kept 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. Determine the correct accounting code when processing orders to maintain budget levels (R&M / Capex etc.)
- 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.
- To provide general support to the Statutory Compliance administrator function as required at peak times or absence cover.

### Key Responsibilities

- Process repair calls and emails from Admiral staff and third parties
- Resolving general queries and calls from third parties
- Liaising with licensees, contractors, local authority officials etc
- Liaising with other departments within Admiral to manage processes and updates
- To provide budgetary control for all expenditure within Admiral estate.

- When providing cover to Statutory Compliance administrator tasks to be undertaken in line with the Statutory Compliance administrator job description.
- 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
- Deal with general account queries around purchase order queries
- 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
- Work within the guidelines and maintain GDPR requirements at all times.

#### **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
- Excellent customer service
- 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



**Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.**