

Role profile



Role title: Property Helpdesk Administrator
Reports to: Property Helpdesk Manager
Department Head: Head of Property
Location: Head Office Based

Objectives of the role

- Process & record property enquiries from Managers, Licensees, Stakeholders & 3rd parties
- You will be the 1st point of contact for urgent Health & Safety / Business Critical Property enquires. Clarifying detail establishing urgency / providing initial guidance to relevant party.
- Determine responsibility for repair issues (licensee agreements and service charges) and advise the licensee accordingly.
- Liaise with contractors to provide licensees and Stakeholders with updates on estimated work, commencement dates, ensuring all parties are kept informed and internal system updated.
- Confirm completion of works with contractors and processing of recharges when required.
- Determine the correct accounting code when processing orders to maintain budget levels.
- Obtain relevant authorisations from Stakeholders.
- Communication with internal departments following works to maintain fixtures and fittings inventory.
- Assist in driving contractor performance through feedback on time, cost, and quality assessments.
- To provide general support to the Statutory Compliance Department as required at peak times or absence cover.
- To log and follow through the support required with insurance claims, liaising with Stakeholders, Contractors, and Insurance Companies.

Key Responsibilities:

- Process repair calls, emails, and general queries from Managers, Licensees, Admiral stakeholders and third parties
- Liaising with other departments within Admiral to manage processes and updates
- Manage incoming Quotes
- Budget Allocation
- Tenant Recharges
- Deal with general account queries involving work orders raised
- 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 handle accordingly
- Monthly catch-up calls with Internal Stakeholders on outstanding property issues
- Work within the guidelines and always maintain GDPR requirements

Skills and Experience

- Customer Service and telephony experience essential
- 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 Helpdesk experience is desirable but not essential

Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week



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.



**WE WORK TOGETHER IN A POSITIVE
AND INCLUSIVE WAY**

Collaboration and accountability
Be supportive and open
Motivate yourself and others



**WE RESPECT AND CARE ABOUT OUR TEAM,
LICENSEES AND OPERATORS AND
DEMONSTRATE THIS IN OUR ACTIONS**

Honesty and integrity
Empathy and compassion
Communicate with clarity to all



WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

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