

**Job Description:** Assistant Property Manager

**Reports to:** Property Manager  
**Hours:** 8.45 - 17.15 with 1 hour for lunch  
**Holiday:** 20 working days plus bank holidays  
**Probation period:** Six months

### Key Objective

The role is to assist the property manager in managing a portfolio of properties and to undertake the co-ordination of minor works.

### Main Duties

- Responding to requests from lessees for minor works
- Liaising with lessees, contractors and surveyors
- The administration of minor works processes with record keeping, instructing contractors, progress chasing, diary keeping, correspondence, processing invoices and filing.
- Liaising with other colleagues and departments within the company
- Providing administrative support to the property manager when away
- Dealing with telephone calls, correspondence and any other support tasks as required
- Keeping a record of time charges
- Assisting with the posting of mail merges
- Any other tasks that may be reasonably required

### Key Requirements

- **Qualifications:** educated to GCSE level standard or above
- **Experience or knowledge:** basic knowledge of minor works in domestic property
- **Previous experience:** minor works in domestic property
- **Special aptitudes:** team player, efficient telephone manner, ability to work under sustained pressure, attention to detail, ability to work on own initiative, organisation and prioritisation, communication, numeracy, computer literate, client and customer focus, influencing and negotiation skills
- **Other:** a willingness to undertake continuous training and personal development