

Industrial Property Administrator

West Midlands

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	35 Hours Monday – Friday 9:00am – 5:00pm
Department:	Industrial Asset Management
Location:	LCP House, Pensnett Trading Estate, Kingswinford, DY6 7NA
Salary:	Negotiable

Purpose:

The Industrial Property Administrator based at Head Office will provide administrative support to the Industrial Department by providing a comprehensive and professional service as outlined below.

Key Responsibilities

- Provide comprehensive and professional support, oversee diary management, managing appointments, video calls, telephone calls, organization of meetings and travel.
- Email inbox management, filtering and dealing with issues arising.
- Send requests to other departments for various information/documents i.e CAD plans etc.
- Fielding industrial department telephone calls, dealing with tenant enquiries, contractors, suppliers, and progress enquiries as necessary.
- Mailshots, mail mergers and industrial letter writing.
- Binding and assembling management reports.
- Preparing and processing industrial tenant notifications on Horizon.
- Creating Heads of Terms for new lettings and liaising with Solicitors as necessary.
- Handle the internal and outgoing post for the Industrial Department.
- Produce and circulate tenant correspondence and associated documentation.
- Issue tenant insurance claim forms as and when required.
- Liaise closely with Asset Managers, contractors, and security on management of the industrial portfolio.
- Instructing void management process.
- Liaise with utilities team on ingoing and outgoing tenants.
- Maintaining the Property Management Database by processing data requests from tenants and updating property portfolio records.
- Maintain on Horizon current records of EPCs, asbestos surveys, NICEIC and gas certificates.
- Taking calls from tenants, logging call details and referring to the relevant department / contractor / Asset Manager as necessary.
- Use Horizon system to obtain information.

- Resolve queries with non-domestic rates and Council Tax.
- Liaising with Facilities Management and contractors.
- Updating and maintaining Health and Safety system (Pro-comply).
- Any other reasonable duties - monitored by Line Manager.

Person Specification:

- Ability to use own initiative.
- Willing to be proactive in taking on work.
- Ability to prioritise the variety of workloads on a time critical basis.
- Flexibility and willingness to take on ad-hoc tasks as the need arises.
- Positive attitude.

Qualifications / Training / Experience:

- GCSE level 4 or above in English and Math (or equivalent).