

## **Tenant and Billing Administrator**

### **Job Description**

<b>Contract:</b>	12 Month FTC
<b>Full Time / Part Time:</b>	Full Time
<b>Hours:</b>	35 Hours Per Week Monday – Friday 9.00 – 5.00
<b>Department:</b>	Transactional
<b>Location:</b>	LCP House, Pensnett Estate, Kingswinford, DY6 7NA.
<b>Salary:</b>	Negotiable

### **Purpose**

The Tenant and Billing Administrator is responsible for providing accurate and timely administrative support across tenant, lease and billing processes. Working as part of the Transaction team, the role ensures property and tenant records are maintained, charges and invoices are processed correctly, and documentation is completed in line with agreed procedures and deadlines on behalf of MCore.

### **Key Responsibilities**

- Maintain accurate and up-to-date property and tenant records within Horizon, ensuring all updates are processed within agreed timescales.
- Processing Lease Renewals / Lease Assignments / New Licences / Data Amendments / Turnover/ Rent Reviews & Residential Leases.
- Set up, amend and close diary events as required to support billing and lease management processes.
- Support the administration of New Property set-ups, new leases, lease renewals, assignments, data amendments and rent reviews by preparing and processing required documentation.
- Assist with the preparation and issuance of residential leases and licences under supervision.
- Produce accurate completion statements for internal and external stakeholders.
- Calculate, prepare and raise charges in line with contractual requirements and billing deadlines.
- Generate system-produced invoices on annual, quarterly and monthly cycles.
- Process recurring weekly and monthly recharges including utilities, car park income, Sunday trading and purchase ledger recharges.
- Batch-load insurance invoices and generate corresponding charges.

- Issue service charge budgets, reconciliations and associated documentation.
- Ensure all billing and tenancy changes are processed in accordance with internal controls, audit requirements and delegated authority.
- Carry out checks to ensure accuracy of rent rolls, charges and system-generated records, escalating discrepancies to the Supervisor.
- Respond to queries from tenants, colleagues and other departments promptly and professionally, escalating more complex issues where appropriate.
- Collaborate with Property Management, Finance, Insurance and other business areas to resolve outstanding matters and maintain smooth operational processes.
- Follow documented process notes and contribute feedback to support process improvements.
- Highlight opportunities for efficiency or system enhancement to the Supervisor.

## **Person Specification**

- Clear communication skills with the ability to communicate with people at all levels of the business.
- Ability to meet tight deadlines and cope with multiple & varied tasks.
- Willingness to learn.
- IT literate with a good working knowledge of Microsoft Office packages including Excel.
- Flexible approach with a positive working attitude.

## **Qualifications / Training**

- GCSE Grade C or above in English and Mathematics (or equivalent).
- Previous experience within Sales Ledger, Lease Management, Property Administration or Contract Management (desirable).