

## Senior Administrator - Property

<b>Job title:</b>	Senior Administrator - Property
<b>Reports to:</b>	Manager - Property
<b>Location:</b>	Salisbury/Leicester - Hybrid Working with an expectation to be office based 3 days per week
<b>Role Type:</b>	Permanent, Full-Time

### Role summary

You will be responsible for a portfolio of commercial properties supporting the SSAS operation and Property Technical by working in accordance with WBR standards, procedures and controls by ensuring that ongoing records are accurately maintained as well as the ongoing administration of properties. This includes, but is not limited to, monitoring and updating rent records, dealing with rent reviews, lease renewals, insurance renewals, development works of properties, purchases and sales, etc. To support the delivery of excellent customer service by administering and processing scheme property transactions in accordance with WBR group procedures, standards and controls and system requirements to maintain the data integrity of all the SSAS schemes within the group. There will be significant interaction with appointed conveyancers, agents, financial advisors, and pension scheme clients.

### Key accountabilities

- Complete a series of procedures and routines to ensure the accurate and timely transaction of client requests, customer letters, telephone calls, claims or applications in line with team SLAs.
- Ensure that records are updated and completed for all transactions so as to meet Company requirements and maintain the integrity of system data.
- Resolve specific property queries for your portfolio of property SSAS schemes by telephone or email/letter with reference to established frameworks and procedures in a professional and timely manner which do not need to be referred to the Property technical team for their expertise.
- Liaising with other departments within the Company such as the SSAS Administration Teams and the Central Support Administration team where we can challenge the process efficiency of certain basic sometimes bulk tasks e.g. need to be requesting bulk information and chasing progress, as well as external communication with a number of stakeholders including, but not limited to, solicitors, IFAs, clients, banks, etc.
- Able to deal with new business enquiries relating to property investments within pension schemes, taking into account HMRC regulations and WBR policies
- Research into complaints, where required.
- Manage property portfolio of properties held in SSAS schemes by providing a personal and professional service and taking full accountability and ownership of any transaction or query.
- Function as a point of reference for colleagues. Will have responsibility for supervising less experienced members of the team by providing coaching and mentoring including identification and referral of any training needs or issues to line manager.
- Communicate and impart process knowledge, including awareness of HMRC and legislative practices and changes relating to SSAS administration.

## Experience required

- Ideally a minimum of 3+ years' experience in property administration transactions, or Financial Services experience
- Sound knowledge of Microsoft Office; Excel, Word, Outlook.
- Strong organisational skills.
- Excellent written and oral skills.
- Effective communication skills, with the ability to structure communication to meet the needs of the client.
- Educated to A-level standard or equivalent.
- Minimum GCSE Maths and English, grade C or equivalent.