



JOB DESCRIPTION

Job Title: **Administrator (Property Management)**

Location: **London**

Reporting to: **Lee Cooper**

ABOUT THE ROLE

The Arch Company is the UK's largest small business landlord, serving thousands of business owners who make a unique and vital contribution to the UK economy. The company purchased Network Rail's former commercial property estate in early 2019 and have a property portfolio of approximately 5,200 railway arches, business estates, former station buildings and other properties.

The Arch Company is proud to be the landlord to a diverse, passionate group of small business owners, entrepreneurs and community organisations across England and Wales. The Arch Company shareholders are Telereal Trillium and Blackstone Property Partners.

JOB PUPOSE

The role is to support and provide important administrative assistance to the Property Management Team and will be best suited to candidates who have a background in team administration within a similar organisation. It would ideally suit someone with excellent organisational skills, with the role holder responsible for a variety of key support functions.

Primarily working with The Arch Company Property Management team, they will also collaborate with colleagues across The Arch Company business.

KEY ACCOUNTABILITIES

General Administration

- To act as the Key Administrator for the relevant company office and ensure that the company wide Key Management Process is always adhered to. Assist and support with any periodic audit in this respect.
- Deal with raising purchase orders for travel and other costs and support the team with the raising of orders for reactive maintenance and re-letting works, professional and consultancy fees including dealing with any queries arising internally or externally.
- Preparation of internal meeting packs, including the companywide Investment Committee and the Property Management Panel papers and packs which needs proactive management to track and progress cases through the process, keep them on schedule, work with the case holders to collate papers, pack assembly and production, deal with various colleagues around the business in an efficient and professional manner.
- Support the team in the collation and management of all core data particularly in the areas of terminations, statutory compliance, inspections, lease breaches, stops, debt management and service charges.
- Organise travel and hotel bookings for various teams as directed.

- Book conferences, courses & seminars with external companies & HR, as well as organising internal CPD sessions as and when required.
- Assist and support the Head of Property Management with management of The Arch Company workspace buildings including local liaison with the relevant building owners / managers as well as ad-hoc housekeeping duties as and when required including ordering stationery, dealing with archiving requests and any filing.
- Assist all members of the team daily, pro-actively offering support in addition to covering holiday periods of other administrators.
- Take accurate telephone messages and re-direct as appropriate.
- Support to Board members – including booking meetings, meeting rooms, diary management, arrange lunches where required.
- Post in and out - managing incoming post and ensuring the relevant person / team receives in a timely manner. Outgoing post stamping and posting.
- Send cards/gifts to employees for weddings, bereavement, get well scenarios
- Prepare ad-hoc correspondence for teams.
- Motor fleet admin
- Health & Safety admin – maintenance of the accident book
- Other general administration duties as per business requirements.

Essential Attributes

- Good numeracy and literacy skills
- Excellent team player with experience of working in an office environment
- Skills/Abilities
 - Advanced levels of experience of using Microsoft Outlook including email management and calendars
 - Intermediate levels of experience of using Microsoft Office including Word, Excel, Powerpoint
 - Experience of using Visio
 - Polite and courteous telephone manner
 - Good spoken and written English

Personal Attributes

- Organised and responsive in a fast-paced environment
- Good interpersonal skills and ability to work well in a team
- Diligent, with attention to detail
- Ability to use initiative and have ambition to learn and progress
- Flexibility towards the changing demands of the workload

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