

JOB DESCRIPTION

JOB TITLE: Assistant Property Administrator – Repossession Services

JOB HOLDER:

REPORTS TO: Team Leader

DATE APPOINTED TO JOB:

LOCATION: Waterloo House, Weybridge

PRINCIPLE OBJECTIVE

1. To provide support and assistance within a Section or Team to ensure that the services provided by the Section or Team are maintained in accordance with the standards set by Countrywide Corporate Property Services and the corporate clients' individual requirements.
2. To provide support and assistance within a Section or Team to ensure that targets set in relation to each Section or Team and other key performance measures are met.
3. To provide support and assistance within a Section or Team to ensure all written, verbal or other communication to clients, suppliers and third parties produced by the Section or Team is executed in a businesslike manner representing Countrywide Corporate Property services as a professional and capable organisation.

KEY RESPONSIBILITIES

Subject to direction by the Team Leader and or the Client Service Manager, the main responsibilities are to: -

1. Assist in the general management of properties under the direction of the Client Service Manager or Team Leader.
2. Accurately produce and maintain manual and computer files for each property in accordance with procedures.
3. Ensure that all correspondence in the form of standard letters and forms and related filing is promptly carried out in accordance with procedures.
4. Promptly process all telephone calls and deal with any queries in the absence or otherwise of the person to whom the call is addressed.
5. Act promptly in dealing with all complaints received, informing the Team Leader or the Client Service Manager of all complaints received from clients and suppliers.
6. Support the Team Leader and the Client Service Manager in ad-hoc projects as required.

KEY RESULT AREAS

Key result areas will relate to the processing and management of tasks together with any special projects and other tasks that you may be required to undertake from time to time.

SPECIAL RELATIONSHIPS

Team Leader: You will be accountable to the Team Leader for day to day performance of your duties. The Team Leader will assess your performance and will provide you with assistance and training as required.

Client Services Manager: The Team Leader reports to the Client Service Manager. The Client Service Manager may from time to time require you to undertake tasks that fall outside of your normal duties including special projects and reports.

OTHER DUTIES

From time to time, as required by the Team Leader or the Client Service Manager, it may be necessary to carry out extra duties in addition to those listed above.

NB: This is a description of the job as it is at present constituted. It is Company practice to periodically examine employees' job descriptions and to update them to reflect any changes that have taken place or which are proposed. This procedure will be conducted by the Manager in consultation with the job holder. The Company aims to reach agreement to reasonable changes; however, if agreement is not possible, the Company reserves the right, after consultation, to insist on changes to job descriptions commensurate with the seniority of the job holder.

OPERATIONS DIRECTOR _____

DATE _____

JOB HOLDER _____

DATE _____