



Role Profile

The Role			
Role Title:	Property Admin Assistant	Reporting to (job):	Sarah Pile - Property Operations Manager and Hewitt Grant - Head of Property
Legacy job titles covered by this role profile:	New Role	Jobs that typically report into this role:	none
Function / Org Unit	Property Department	Job Number:(<i>to be assigned by Reward</i>)	
Base and travel	Hybrid - Southwater and Home	Band (<i>to be assigned by Reward</i>)	A
Role Dimensions			
Number of direct reports	None	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	None	Budget (Operating/Capital)	N/A
Total No of Reporting Staff (include all direct and indirect reports)	None	Decision Making Authority & Responsibility for Resources	None
Working Environment	Hybrid - Southwater and Home		

Role Purpose	To provide Administration support to Property Operations Manager in her role in supporting the Property Department's five Surveyors
Principal Accountabilities	<ul style="list-style-type: none"> • Manage the Society owned residential portfolio to include sourcing and instructing Contractors for reactive repair and detailed planned maintenance works. • Instruct contractors to survey/test/repair service provision for all Society properties in accordance with current legal requirements. • Ensuring works are satisfactorily completed and arrange payment. • Responsible for the collection and maintenance of essential supplier documentation and compliance records to ensure statutory compliance. • Maintain property insurance schedule and submit insurance claims, obtaining necessary quotes and liaising with Loss Adjuster. Manage to completion of claim. • Maintain and update Property Database and records of safety compliance e.g gas certification. • Responsible for monitoring department budget and capital project expenditure. • Manage Society's Asbestos Register to ensure compliance with statutory regulation. • Instruct contractors in respect of emergency repair for all Society property portfolio. • Manage enquiries from Inspectors/Pensioners in respect of Society owned housing and Shared Equity Housing. • Manage vacating of Society owned housing and preparation for disposal. Source Estate Agents and arrange marketing. Liaise with Agent and Solicitors through to completion. • Arrange signing and sealing of disposal legal documentation. • Attend key meetings with regard to finance, fundraising, HR issues, Insurance Brokers and outside organisations. • First point of contact for all Branch, Society and Retail property issues, providing initial guidance and advice or escalating where necessary
Key Interfaces	Internal RSPCA staff. External RSPCA Branch Staff. Occupants of Society properties. Third Parties Contact and external RSPCA associated Contractors. Local authorities and utility companies. Members of the public making specific enquiries.
The Person	

Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Good communication skills. • Enthusiastic and hard working individual with the ability to work under their own initiative. • Attention to detail. • Flexible approach to work duties. • Ability to effectively interact with all levels of the team and management and outside organisations. • Ability to juggle more than one job at a time ensuring records are kept up to date and deadlines are met.
Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> • Higher grade GCSE English and Maths or equivalent. • Sound work experience in a professional environment. Experience of providing professional and confident customer service. Experience and understanding of property conveyancing. • Excellent verbal and written communication skills. • Ability to prioritise a competing workload through good time management skills. • Ability to communicate effectively at varying levels. • Computer literate with good knowledge of Word/Windows/Excel. • Ability to compose and produce letters • Ability to extract relevant data from correspondence in an accurate and timely manner. • Record keeping and updating.
Desirable Key Skills Qualification & Experience	<p>Previous office administration experience and experience of database and IT systems.</p> <p>Administrative Experience within a property or building environment.</p>
Personal commitment to:	<p>Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</p> <p>Take care of their own health and safety and that of others who may be affected by their acts and omissions.</p> <p>Uphold the RSPCA's core values</p> <p>Cooperate with Society policies and procedures</p> <p>Understand and comply with any Society Code of Conduct.</p>

RSPCA Core Values	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p>We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p>We are inspirational: we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p>We are committed: we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p>We are expert: we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p>We act with integrity: we are honest and trustworthy, we act with integrity, we do what's right.</p>
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Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by:	Role:	Date:
Approved by (operations):	Role:	Date:
Approved by (HR): lauren burnett	Role: hrbp	Date:
Date Job last evaluated:		

