

Role Profile – The What, The Where, The How

POSITION	Leasehold & Service Charge Administrator	GRADE	G3
TEAM	Leasehold & Service Charge	LOCATION	Coastline House
VERSION	1	LAST UPDATED	June 2022

THE PURPOSE OF THIS ROLE IS TO

Support the Leasehold & Service Charge team with general administrative tasks.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Administering all garage tasks and providing an excellent service to licensees of garage rental stock; submitting reports and statistical information as required.
2. Achieving high levels of garage rental occupancy, working proactively to market and fill vacant garages, reducing vacant time and income loss.
3. Carrying out tenancy starts and ends as required.
4. Recording, processing and sense checking invoices and payment requests.
5. Setting up and amending direct debits and other payment arrangements.
6. Collating and printing correspondence for the team.
7. Keeping comprehensive records of all communication and action taken on housing management IT systems.
8. Supporting the team in meeting service level agreements, contacting customers through the portal, email, phone or face to face, as required.
9. Other duties, as required.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Five GCSEs or equivalent at grade C or above, and a high standard of literacy and numeracy;
- Experience in administrative and data input roles;
- The ability to prioritise workloads and work to deadlines;
- Has experience of taking payments and setting up payment processes;
- Has a full driving licence and a satisfactory basic DBS check.

Some experience in the following would be an advantage:

- Using Microsoft's CRM and Civica's Cx software packages;
- The housing sector and the Universal Credit benefits system.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

