

ROLE PROFILE

ROLE TITLE	Commercial Administrator
DEPARTMENT	Commercial & PRS
DIRECTORATE	Orbit Homes
RESPONSIBLE TO	Commercial Manager
RESPONSIBLE FOR	N/A

ROLE PURPOSE

- To provide effective administrative support to the Commercial Team to ensure the proper performance of the private rental scheme(s) activities and other commercial projects.
- To undertake general duties to ensure the effective operation of the system around maintaining; customer, commercial and private rental unit/block information.
- To support the team and manage queries raised internally or externally for the day to day management operations.

ACCOUNTABILITIES / RESPONSIBILITIES

- Deal with updating of the housing management system for private let dwellings including blocks, and projects involving Commercial & PRS. Keeping data up to date and correct.
- Establish and maintain effective systems for filing and record keeping and compile statistics, invoices and reports.
- Keep all filing up to date including archive records.
- Act as a key link between IT, housing management, finance and external managing agents for queries around the system, data and finances for commercial projects.
- Act as a key link between customers and contractors for queries around commercial projects. Supporting Commercial Manager and Private Lettings Manager as and when required.
- Co-ordinate the administrative arrangements for meetings including arranging venues, the preparation of agenda's and production of minutes and assigning appropriate follow actions to relevant parties.
- Processing private rent applications and processing relevant tenancy agreements and payments.
- Handling customers enquiries via the digital contact application and assigning any actions to the relevant department or individual to action.

- Supporting the Lettings Manager in providing a high standard of Private Rental Services, including undertaking ownership of tasks during absences and liaising with contractors and tenants on site when required.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	
Essential	<p>Relevant administrative experience in a letting or property related environment</p> <p>Experienced in administering application, agreement, payment details, invoice and reports</p> <p>Experienced with customer or contractor contact and able to effectively deal with enquiries and/or complaints</p> <p>Excellent communication and literacy skills</p> <p>Proactive in initiating, developing and maintaining efficient working relationship with key stakeholders internally and externally</p> <p>Competent with Microsoft Word, Excel and PowerPoint.</p>

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	