

JOB DESCRIPTION	
Title of Job:	Property Administrator (Factoring)
Location:	Hybrid working with an Invergordon / Inverness Office base
Number of Jobholders:	1
Title of Line Manager:	Senior Factoring Officer
Responsible for:	n/a

Purpose and Scope

The Property Administrator (Factoring) provides assistance with the day-to-day delivery and administration of factoring services to Highland Residential customers, in compliance with legislation and internal policy and procedures, ensuring that the factored service provided is to the highest standard.

The primary responsibilities revolve around managing and administering property related tasks in the factoring domain. From time to time, the postholder will be required to undertake additional duties designated for the Property Administrator (Sales/Lettings) as directed by the Head of Service/Senior Factoring Officer. Such assignments will be reasonable and within the scope of the postholder's skills and capabilities. This flexibility is inherent in the nature of the role, and the postholder is expected to adapt to the evolving needs of the department.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- As a first point of contact, the Property Administrator (Factoring) is required to deliver exceptional levels of customer service at all times.
- Act as the primary administrator on the receipt of Service Charges. This will involve preparing regular reports on Service Charge arrears to the Factoring team and ensuring that all accounts are kept up to date with arrears actions taken in accordance with the agreed policy and procedures.
- To effectively use the in-house factoring database and portal for maintaining detailed customer/development records.
- Assist the Factoring team with the preparation of business documentation, customer statements and invoices.
- To appropriately log and issue work orders as prioritised by the Factoring team.
- Answer and deal appropriately with customer/stakeholder emails, phone calls, letters, and visitor enquiries. To address customer complaints correctly and in line with guidance and internal procedures.

- Deliver exceptional standards when maintaining paper and electronic documents and files.

MAIN ACTIVITIES

As a first point of contact, the Property Administrator (Factoring) is required to deliver exceptional levels of customer service at all times.

- Providing clear and factual information to customers.
- Ensuring customer requests and complaints are responded to courteously and sensitively within the appropriate response time and policies.
- Fostering good relationships with customers and keeping them fully apprised of factoring service and complaint resolution:

To effectively use the in-house factoring database and portal for maintaining detailed customer/development records.

- Ensure that accurate computerised and manual records are maintained for budgetary and audit purposes.
- Use the software package to ensure that all Service Charge accounts are up to date and provide regular reports on arrears to the Officers for arrears actions.
- Input and update customer information in the factoring database.
- Organise and maintain records in the database, paying close attention to detail.
- Monitor and address routine portal-related enquiries and issues.

Assist the Factoring team with the preparation of business documentation, customer statements and invoices.

- Ensure that invoices are processed, and charges added to the database correctly.
- Create welcome packs and send to new owners.
- Create and send clients quarterly invoices.
- Assist with charges review and sending relevant documentation.

To appropriately log and issue work orders as prioritised by the Factoring team.

- Ensure that clear instructions are given to contractors.
- Assist with the onboarding of contractors in line with policy.
- Monitor contractors Public Liability and required legislative paperwork to ensure it is regularly kept up to date.
- Receive and review work order requests.
- Monitor and communicate the status of work orders.
- Log and prioritise work orders based on Factoring team's guidance.

Answer and deal appropriately with customer/stakeholder emails, phone calls, letters, and visitor enquiries. To address customer complaints correctly and in line with guidance and internal procedures.

- Ensure all communications are logged accurately.

- Advise of complaints procedure and provide relevant information on making a formal complaint.
- Liaise with Factoring team to assist with complaint handling.

Deliver exceptional standards when maintaining paper and electronic documents and files.

- Oversee the digital filing system, ensuring proper categorisation and storage of electronic documents.
- Organise, catalogue, and maintain physical documents.
- Ensure allocated tasks are completed to the agreed standards.

Health & Safety:

- Comply with safe working practices as defined by Albyn Group.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

General:

- Be aware of and always adhere to Albyn Group policies.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

Other:

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of the Albyn Group.

PERSON SPECIFICATION	
Qualifications & Training	<ul style="list-style-type: none"> • Educated to National Qualification level or above. • Training in administration
Experience	<ul style="list-style-type: none"> • Experience in delivering customer service including managing customer complaints. • Experience within an administrative role. • Experience working with customers
Knowledge	<ul style="list-style-type: none"> • Good knowledge of database work • Good knowledge of invoice processing • An understanding of property management and factoring industry • Commercial awareness

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Computer literacy in basic Microsoft packages e.g. word or excel. • Excellent written, verbal and numeracy skills • Diligent with high level of attention to detail • Ability to manage high volumes of detailed work within efficient timescales. • Manage a varied workload with regular interruptions, requiring flexibility and the ability to prioritise tasks. • Manage several work projects simultaneously. • Good customer and relationship management skills • Capacity to establish and manage legal contracts. • Capacity to calmly deal with complaints and manage customer expectations. • Excellent organisational skills with the ability to work flexibly to ensure deadlines are met. • Effective record keeping and the ability to deal correctly with sensitive and confidential information.
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Equal ability to work independently or as part of a team. • Capacity to contribute to business development.