

**** NEW JOB**** A creative property firm is seeking an Office Coordinator. Based near Notting Hill and paying £25,000. If you are interested, please email your CV to emma.colville@questprofessional.co.uk

Job: Office Coordinator

Location: Notting Hill

Salary: £25,000

RESPONSIBILITIES

- To be responsible for opening up the office in the morning, as well as closing up the office should no one else be available.
- Manning the office when the negotiators or any other staff members are out on appointments.
- To answer the phone within 3 rings and field any telephone calls, taking messages and referring to an appropriate member of the team.
- General administrative duties in relation to sales, lettings, property management and accounts department when necessary.
- E-mail- both internal and external to be written correctly, spell checked, politely, professionally and in a manner that upholds the Brand.
- Any other duties within capabilities as and when required.

Front Desk

- Meet and greet visitors to the office with enthusiasm and a smile
- Ensure that the front desk is always manned and that the office is left secure should you need to leave your desk or the shop floor.
- Ensure that everyone entering our office has an 'on-brand' experience and that the reception space is always tidy and presentable i.e. all lights are on, flowers are fresh, room temperature is correct, sofas and tables are left in correct order, magazines/brochures are piled neatly and the music playing is on-brand.
- Ensure that all messages are delivered to the relevant people, preferably by email swiftly.
- Manage all deliveries to the office and inform staff members when any packages arrive etc.
- Manage the petty cash
- Ensure all post is taken to the postbox in time for that evening's collection.

Keys

- Manage the key list well and ensure all keys are recorded correctly, including the key sign out sheets.
- Ensure that all keys are managed according to company procedure.

- Tag and detag keys as soon as received from a Department Manager.
- Ensure all keys are stored correctly in the key cupboard and that the cupboard is locked during out-of-office hours
- Ensure that all keys are signed out correctly and chase for return if required.
- Ensure that staff members 'sign out' keys when on viewings i.e. hang their tag on hook to show out.
- Email concerning staff when keys are being booked out by other agents/contractors etc.
- Work with Property Management to ensure keys are correctly signed out for keys kept here

Office

- Manage the desk cover rota for evenings and Saturdays.
- Ensure the office communal areas are always kept in a tidy state i.e. stationary room/cubby holes/desks are tidy and sorted correctly.
- Oversee stationary and kitchen stock control, with an overall knowledge of how all office equipment works and assist members of staff with usage where needed.
- Keep record of staff birthdays and manage gifts
- General administrative duties in relation to the Lettings, Sales and Property Management department when necessary, in addition to the Directors, Company, subsidiary companies, holding companies and parent companies.
- Distribute general Sales/Letting email/walk-in/telephone enquiries to the negotiators and log on the applicant spreadsheets.
- Use the in-house databases where necessary for any administrative duties.
- Create systems and processes where necessary and manage delivery.
- Liaise with relevant companies for any computer and tele-communications jobs and issues
- Liaise with relevant companies for any security, maintenance and heating jobs and issues.
- Assist the Directors with management of any company events.
- Assist the Directors with their expenses.
- Assist the Directors with any Recruitment duties.
- Compile Monthly Portal Enquiry Stats and Applicant Spreadsheets for Directors
- Assist Managers with the website and property listings i.e. arranging floor plans, EPCs and ensuring properties are listed on Lonres and all property portals subscribed to – from time to time.
- Assist the Managers with the weekly review of all portals to ensure correct uploading of all stock for Zoopla/Primelocation/Propertyfinder/Email4property/Findaproperty/Propertylive/Homeflow/OnTheMarket
 - Management of listings on all portal sites. Carry out daily portal audits.

Marketing

- Assist Management Team in regards to ad hoc marketing campaigns, initiatives and print campaigns, in addition to an administrative liaison with our Digital Marketing Media Agency.
- Assist the Digital and Print Manager with DN Magazine i.e. send-outs and drops etc.

PERSONAL QUALITIES

- Excellent organisational skills
- Excellent inter-personal skills
- Excellent typing skills
- Computer literate – able to use Word for Windows , Excel, Outlook
- Excellent telephone manner
- Good use of English – able to compose letters and emails, etc.
- Self-motivated and well organised
- Proactive and positive attitude