

## Property Operations Assistant - Oxford - Job Description

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Salary:	Up to £22,500 depending on skills and experience.
Working hours:	Full time, Permanent role working 37.5 hours per week
Location:	The Old Music Hall, 106-108 Cowley Road, Oxford, OX4 1JE
Closing date:	<b><u>9am on Monday 30<sup>th</sup> March 2020</u></b>

### The Ethical Property Company

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We are changing the way society benefits from property. We are one of the UK's leading social businesses, managing a variety of workspaces including office, retail, meeting/event spaces as well as studios and educational spaces, that are used by some of the UK's most influential and creative charities, not-for-profits, voluntary groups and small enterprises.

In our 21 Centres across England, Scotland and Wales, we support approximately 1,000 organisations per year. We are proving that business can have a social impact, care for the environment and be profitable.

Each Centre is managed to a high environmental standard and we encourage the use of public transport and the sharing of resources wherever possible. Tenant contracts are flexible and transparent and we ensure that our processes and procedures are simple and efficient, allowing tenants to focus on their individual objectives.

While we are driven by social and environmental values, making a profit is an essential element of our business model. We pay a regular dividend to our shareholders and manage our Centres to increase their long-term value, with a view to attracting additional investment that will enable us to grow, and support more organisations.

We have ambitious plans for growth, aiming to at least double the size of our portfolio and impact. In order to achieve this we must ensure that we have the right people to enable us to expand whilst continuing to deliver a high standard of services to our customers.

### The Post

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This is an opportunity for a capable and enthusiastic individual who shares our values to work for one of the UK's leading social businesses. Based in our Oxford head office, you will directly contribute to the successful operation of the company by providing reliable and efficient support to colleagues and customers in the key area of tenant administration. The role will give you the opportunity to gain an insight into many aspects of our fast-growing and innovative organisation and to see at first-hand how we put our commitment to society and the environment into practice whilst running a financially sound business.

You will share responsibility with the other Operations Assistants, for all tenant-related administration and record-keeping and will be one of the first points of contact for new tenants. You will be line managed by the Operations Manager. You may occasionally be required to travel elsewhere within the UK.

As Property Operations Assistant, your responsibilities will include:

#### Tenant Administration – 70%

Assisting the Operations Manager with a range of tenant administration, including:

- Coordinating processes for tenants moving in and out, including liaison with tenants and with Sales, Property Management, Finance and IT teams, and issuing new leases and licences from standard templates
- Dealing with elements of sales and finance (not currently part of the role but likely to be introduced shortly subject to an ongoing review)
- Maintaining and updating templates of leases and licences and Netsuite

- Keeping tenants' electronic and paper records up-to-date
- Dealing with tenants' administrative queries
- Maintenance of building plans
- Issuing consents to sub-letting
- Preparing and maintaining procedure documents for tenant administrative processes
- Drafting terms within leases and licences, which are outside of the standard templates
- Assisting with non-financial aspects of the rent review process
- Coordinating the process for annual lease and licence renewals

#### **Business rates administration – 15%**

- Becoming familiar with business rates rules and practices and supporting Operations Assistant with:
  - Calculating business rates liability for each of our buildings and ensuring that the correct business rates are charged
  - Identifying the most appropriate business rates treatment for new units/buildings
  - Approving business rates invoices
  - Notifying local authorities of changes of occupier and sorting out errors in billing
  - Liaising with the Valuation Office over valuations and splitting of properties, as required
  - Dealing with business rates queries from colleagues and tenants

#### **Development of NETSUITE (Company CRM database) – 5%**

- Assisting the Operations Manager with the development and implementation of the Netsuite system
- Designing reports
- Training staff in use of Netsuite
- Assisting staff with importing / exporting data, producing reports, setting up dashboard

#### **Central purchasing contracts (e.g. sanitary bins, photocopiers) – 5%**

- Dealing with annual contract renewals and obtaining best prices
- Liaising with Regional Managers on requirements
- Approving invoices
- Preparing and reviewing annual budgets
- Maintaining electronic and paper records of contracts

#### **General duties – 5%**

- General admin support to the department
- Drafting some communication materials
- Filing and any other administrative tasks as required
- Assist the Operations team in providing and delivering information to colleagues on roles and procedures

(Percentages are indicative of the time to be spent on each aspect of the role, but may well vary in practice.)

#### **Person Specification**

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The successful candidate will:

- Be highly organised and efficient, with an ability to prioritise work within tight deadlines, to multi-task and to be flexible
- Have strong analytical skills
- Have a high level of attention to detail and precision, including having the aptitude and patience to sort out detailed problems from time to time
- Be able to act quickly and effectively and use initiative

- Have excellent oral and written communications skills in English, including the ability to communicate with customers on administrative details politely and effectively
- Have a logical and creative approach to problem solving
- Have some experience of numerical analysis and presenting numerical information in Excel
- Have a proven ability to be confidential
- Be skilled at using Microsoft software, especially Outlook, Word and Excel
- Have an aptitude for using databases
- Be committed to social and environmental issues
- Be considerate and comfortable working in a large, open-plan office.

Experience of any of the following would be an advantage:

- The social or environmental sector
- Property administration
- Familiarity with legal documentation
- Property law.
- Sales experience

### **Contractual Details**

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This is a permanent contract with a three-month probationary period. The post is fulltime position working 37.50 hours a week, from Monday and Friday, 9am – 5.30pm (though there is flexibility around this, with five weeks' pro rata holiday entitlement as well as statutory bank holidays.

The salary is up to: £22,500 depending on skills and experience.

We offer a company contribution up to 7% to a pension dependent on scheme choice, 2 x salary life assurance, a free company bicycle scheme with bicycle maintenance costs, season ticket loans, as well as other benefits.

### **Applications**

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To Apply: Please visit our website [www.ethicalproperty.co.uk/careers](http://www.ethicalproperty.co.uk/careers) complete & send an **Application Form** to [recruitment@ethicalproperty.co.uk](mailto:recruitment@ethicalproperty.co.uk) by the stated closing date and time.

**Unfortunately, CV's alone will not be accepted for this role.**

Please note, you must be eligible to work in the UK in order to apply for this role. We cannot support visas.  
No agencies.

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