**Job Profile Information: Apprentice Property Administrator**

**Apprenticeship: Business Administration Level 3**

**Recruiting team: Property Services**

**What does the team do?**

This team works ensures that Camden’s Mechanical, Electrical and Lift Planned Preventative Maintenance (PPM) and gas servicing schedules to its housing stock are delivered to the highest standards of quality and health and safety through inspection and then implementing improvements to service delivery and technical standards.

The team also manage and record inspection and certification results on the computer system to monitor performance, capture areas in need of improvement and reduce risks of failures to the various services. On average the team manage approximately 90,000 work orders per year.

**Apprenticeship Role:**

The apprentice will:

* Support the Property Management team to effectively organise and administrate data for contracted works and internal service areas.
* Support contract management in the recording, updating and processing of works/documents on the systems.
* Assist in the day to day administration, inputting data, enquiries and correspondence for programmes of work, repairs and contracted works across the Property Management Division.

**Example of outcomes the apprentice will learn to deliver:**

* Provide an effective administrative support function based in the Property Management division ensuring that full support is provided in a consistent and professional manner.
* Provide an effective contract support function across all teams within Property Management ensuring that full support is provided in a consistent and professional manner.
* Ensure that staff absences are covered through the team’s knowledge of all areas of work.
* Provide a support to the team in organising effective management of contract and service area requirements
* Positively contribute to the development of the team and help them provide advice and guidance to other teams across the division and further afield.
* Maintain and update systems for the relevant service area within Property Services including but not limited to repairs and operations, capital works, void (empty) properties and contracted services.
* Accurately update and maintain the property records relating to compliance and completed works including document management and processing of certification.
* Assist in the pro-active provision of a full office management function ensuring all equipment and facilities are maintained and all consumables replenished and available as required.
* Assist in coordinating communication and correspondence for the service area to support effective property management delivery.
* The role will involve communicating with internal staff across all levels, residents, Tenant and Resident Associations (TRAs), Members, consultants and contractors in relation to Property Services.

**Requirements**

1. Able to use MS Excel and MS Word confidently.
2. Able to learn how to manage workload and prioritise effectively
3. Able to learn how to produce reports of outstanding actions in clear formats (guidance and training will be provided)
4. Able to learn how to manage records
5. Ability to work pro-actively to solve problems.
6. Ability to develop good working relationships
7. Effective negotiation and communication skills
8. Ability to follow processes paying close attention to detail in recording and inputting data
9. Ability to work with other teams as and when required.
10. Able to learn new IT processes and systems (guidance and training will be provided)