

**GOODWOOD**

**The Role**

The Property/Estate Administrator will be part of the Property/Estate Office and report to the Property Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

|  |  |  |  |
| --- | --- | --- | --- |
| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

The purpose of this role is to provide administration services for the Property Manager covering residential, commercial and other lettings in the Goodwood portfolio. In addition, the role will assist the Property Manager and other Estate departments with other administrative tasks as needed. This role also requires a strong focus on organisation, attention to detail and multitasking.

**Key responsibilities**

* Carry out referencing and tenant application forms.
* Preparation of Tenancy Agreements and organising related activities ie inventory check in and schedule of condition
* Registering deposits with the Tenancy Deposit Scheme (TDS)
* Updating rent accounting system on all new tenancies, changes to rent and at end of tenancy, including recharges across the Estate
* Preparing rent review paperwork
* Writing up annual property visit reports and loading photos as needed.
* Assisting with arranging reactive and planned repairs, managing contractors and tenants re access etc
* Serving and acceptance of notice and all related activities ie inventory check out and schedule of condition
* Ensuring deposits are returned at the end of the tenancy within the TDS timeframes
* Arranging the billing and recovery of utility re-charges/service charges with the accounts team
* Maintain our property enquires register and tenant waiting list
* Prepare, maintain and update the Estates tenant handbook(s)
* Prepare and issue Property Newsletter to Tenants
* Scanning and uploading our paper filing system onto our system
* Assisting other Estate departments with administrative tasks as needed
* Creating and updating maps using Land App
* Preparation of commercial leases and licences

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive and self-motivated
* Ability to take personal responsibility
* Ability to use own initiative
* Confident in making decisions and to standing by them
* Professional manner with good negotiation and influencing skills
* Excellent communicator, at all levels
* Team player with a sense of fun!

**What do you need to be successful?**

* Experience in a property industry, ideally property management is essential.
* Estate property management experience desirable.
* Good understanding of the latest legislation and best practice guidance is desirable
* Driven to deliver excellent customer service with strong communication skills
* Proactive, ability to prioritise and self manage is essential as is taking ownership of full scope of works.
* Clean full driving licence and own vehicle
* Excellent computer skills, particularly in Word, Excel, and databases