

Role: Property Analyst

Business Function: Asset Services

Reports to: Partner

Discipline:

Role Purpose: *this summarises the overall purpose of the role*

To provide effective support to the Asset Services team by carrying out various duties efficiently and with minimal supervision.

This will take the form of providing support to the Asset Services team involved with the various asset systems both in-house and external, utilities management, health and safety management, financial reporting, fee billing, client and tenant liaison and day-to-day duties to ensure the smooth running of the team.

Ensure workflow is managed effectively in line with defined clients and team SLA's and that all processes are in line with policy guidelines.

Key Role Deliverables: *Criteria/results by which success can be measured*

- Support for all Assets Services systems and team
- Effective client and internal customer relationships
- Support activity is carried out effectively and efficiently
- Timely and accurate production of client and internal reporting data
- Maintain knowledge of the Firm's products, services, and processes to deliver excellent client service

Duties: *day to day responsibilities, list is not conclusive*

- Utilities management – assisting with related tasks across client portfolios
- Telephone queries – regularly liaising with clients/tenants/contractors/suppliers
- Accounting systems – assisting with data entry / processing / extraction / reporting
- Asset Services systems – assisting with data entry / processing / extraction / reporting
- Contractor Management – assisting with related tasks across client portfolios
- Service Charges - assisting with data entry / processing / extraction / reporting
- Client / tenant liaison working with Asset Services team
- AIMS system - assisting with data entry / processing / extraction / reporting
- AIMS fee billing – processing fees as per client instructions
- Document Management – electronic and paper-based file management
- Asset Services Diary – assisting with programming Asset Services products to meet client requirements

Experience: *the following experience is relevant to the role*

- PC skills – Word / Excel / Outlook / Financial systems / Web-based Platforms
- Ability to use initiative and problem solve effectively
- Accurate and exceptional attention to detail
- Confident and assertive
- Ability to prioritise and co-ordinate tasks efficiently ensuring all deadlines are met
- Ability to remain calm under pressure
- Exceptional organisational skills
- Excellent communication skills, both verbally and in writing