



UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

PROPERTY SERVICES ASSISTANT

ROLE SUMMARY

LOWE are the leading independent property guardian company who specialise in providing property owners with a professional, efficient and low-cost solution to the issues arising from vacant buildings. In turn, we provide quality and affordable accommodation for London's young professionals, keyworkers and creatives. We have a desire to do things differently and disrupt the property guardian market for the better.

We are looking for a new team member to join our Property Services team. The ideal candidate must have experience in property maintenance, property inspections and Health & Safety – as well as being highly organised, with an exceptional attention to detail and excellent communication skills. As a Property Services Assistant your key function is to work closely with the property services team to ensure guardian buildings are maintained to a high level and safe standard.

This is a fantastic opportunity to work directly with our portfolio of guardian properties and be a part of a growing business with ambitious plans for the future.

KEY RESPONSIBILITIES

- Providing ongoing general assistance to the Property Services team
- Assisting the Property Inspector with monthly inspections
- Working closely with our Maintenance & Helpdesk Manager in assigning maintenance tickets to engineers and contractors
- Monitoring our maintenance reporting system Fixflo and responding to each issue appropriately
- Liaising with Head Guardians and Guardian Representatives across LOWE properties to ensure they have regular Health & Safety refresher training and that inspection action points are being addressed quickly and efficiently
- Carrying our general administrative tasks on behalf of the Property Services team
- Meeting contractors on site to request quotes for repairs
- Providing client access to properties for inspections or surveys

ROLE PROFILE

- 2+ years' experience in a property maintenance, facilities assistant or facilities administrator role
- Excellent communication, reporting and organisational skills
- Excellent customer service skills
- Experience in dealing confidently and successfully with conflict management
- A positive, outgoing and enthusiastic attitude
- Enthusiasm for identifying and embracing new ways of working and good practice
- Excellent computer skills, including Microsoft Word, PowerPoint, Outlook and SharePoint

BENEFITS

- Competitive salary and annual performance-based bonus
- 25 days holiday (+ birthday day off)
- Regular social events and team outings