



UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

GUARDIAN SERVICES ADMINISTRATOR

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 LOWE team. The ideal candidate must be enthusiastic and highly organised, with exceptional administration skills, a very keen eye for detail and a proven track record of providing an excellent level of customer service. This is a significant opportunity to work directly alongside our Guardian Services team with our portfolio of guardian properties to be an integral part of a business with ambitious plans for the future.

KEY RESPONSIBILITIES

- Managing the main office switchboard and phone systems
- Managing office email accounts
- Managing guardian and LOWE Works tenant on-boarding & off-boarding
- Assisting with guardian account administration
- Managing guardian key collections and returns
- Providing introductory briefing for all new guardians
- Providing cover for Guardian Services team
- Undertaking viewings for the current vacancies
- Office management – maintaining office supplies; managing IT/printing systems

ROLE PROFILE

- Excellent customer service, communication and organisational skills
- Positive, outgoing and enthusiastic to do a high-quality job at all times
- Comfortable working in a dynamic, evolving and results driven environment
- Able to work professionally and calmly under pressure
- Ability to prioritise workload and efficiently manage diaries
- Enthusiasm for identifying and embracing new ways of working and good practice

BENEFITS

- Competitive salary structure with annual bonus, dependent on performance
- Progression opportunities supported by a structured training plan

- 25 days holiday (+ birthday day off)