Job Description

Job Title: Referencing Administrator

Reports to: Team Leader

Role Purpose:

This is a key role within the Referencing department, focused on supporting our Customer Service Representatives to deliver completed references for our letting agent customers. The Administrator is responsible for working through a busy inbox in time order, ensuring all emails are actioned quickly and accurately. Attention to detail and the ability to multitask whilst working at pace are key. The Administrator will also be responsible for taking inbound calls from anyone calling to provide a reference, tenants/guarantors and letting agents. The ideal candidate will be able to work well under pressure in a fast-paced environment ensuring targets are met.

Duties & Responsibilities:

- Responsible for checking and validation of references and referencing documents received into the inbox
- Responding to customer queries via phone and email
- Responsible for ensuring all emails received are saved securely in the correct files
- Taking on average 40-50 inbound calls per day from referees, tenants, guarantors and letting agents to gather information to complete references
- Undertaking more detailed searches on the internet to verify missing information
- Adhering to data protection legislation
- Attending training and meetings as required
- Carrying out any other tasks that may be required of you from your line manager

Person Specification

Attitude & Behaviour:

- A real zest for life, enthusiasm, professionalism and a positive "can do" attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods

Knowledge, Skills & Experience:

- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships