

## **Rent On Time Administrator**

### **Role Purpose:**

The Administrator will play a key part of the Rent On Time Service and will be responsible for the administration within this team, ensuring that all tenancy applications and new orders are promptly processed allocated to the correct file ready to be graded. The Administrator will also take inbound calls from agents in respect to their new orders or tenants in respect to their applications. This is a very busy role and the ability to stay calm under pressure is key along with excellent attention to detail and the ability to multi task and communicate with customers over the telephone.

### **Key responsibilities:**

- 1) Responsible for the processing of new tenancy applications, sending reference links to tenants and adding applicant and property details to Gemini.
- 2) Responsible for collecting missing information from the tenant/guarantor/agent when required and assisting with the completion of tenant references.
- 3) Responsible for the processing of new Rent On Time orders
- 4) Responsible for the processing of tenancy extensions and rent reviews which involves chasing tenants/agents and landlords for their extension plans.
- 5) The resolution of inbound queries from agents regarding the Rent On Time service and the relevant documentation.
- 6) Responsible for processing Rent Guarantee renewals
- 7) Setting up new customer accounts onto the system
- 8) Dealing with telephone queries
- 9) Amending of tenant references as required
- 10) Assisting with the management of the inbox and taking telephone queries.
- 11) To support your team in delivering the target by demonstrating a positive “will do attitude” and supporting other colleagues as and when required and covering for colleagues during periods of absence.
- 12) To attend staff training & meetings as required.
- 13) Carry out any other tasks that may be required of you from your team leader.
- 14) To maintain a professional standard of appearance

### **Key requirements:**

- Good attention to detail
- Ability to stay calm under pressure
- Methodical and thorough approach to work
- Organised
- Fully proficient on using Microsoft office, and the internet
- Good at juggling tasks and prioritising
- A great team player
- A desire to show initiative
- Flexible to working later during busy time

