

Property Manager

Ready to make the most of all that you are as well as all that you know?

SDL Property Auctions

Chilwell

We are the UK's most successful live-streamed auctioneer, selling hundreds of properties every month in our National Property Auctions and daily Timed Auctions.

At SDL Property Auctions we pride ourselves on being national auctioneers who provide a personal service, delighting our customers with great results every single month. We sell a wide range of residential and commercial properties for both private individuals and corporate clients ranging from investment properties, vacant houses, building plots, commercial and mixed-use buildings and more.

We are passionate about people and property, making sure our customer's experience is as great as can be. We want to do what it takes to make our customer's lives easier and better, regardless of who they are or their position. Our greatest asset is our people – and we know that by empowering them to make a difference, we can all become the best that we can be.

Your life as a Property Manager

You will work closely with your line manager to ensure a smooth and effective service for all customers, ensuring that compliance is adhered to at all times. Ensure that properties can 'go live' as soon as possible and that the post auction paperwork is sent in a timely and professional manner, by working closely with the instructions team and sales team. With support from your line manager, you will provide an efficient and effective administrative support to the auctions team, ensuring tasks are managed efficiently and that the quality of service is excellent. You will be proactive, professional, organised and have an energetic can-do attitude.

What you'll do

- Sending auction agreement/terms of business to the legal owners
- Prioritise your allocated valuers and support other team members when necessary
- Introductory call to the vendor to explain that terms of business have just been sent and to let you know if they need any help with anything. Opportunity to explain the options around a legal pack (if valuer hasn't already discussed or indicated)

- Ensure the partner agent is kept up to date with the relevant milestones (if applicable)
- Receive and manage customer enquiries in a timely manner (phone calls and emails), utilising every opportunity to exceed customer expectation
- Check and order Energy Performance Certificates where necessary
- Publish properties to portals, ensuring the information has been quality checked first
- Start timed online auctions
- Ensure properties are advertised on our website and external portals to the highest standard by spot checking listings
- Chase solicitors and vendors outstanding documents & ID checks when required
- Identify ways of improving customer service and make recommendations to your line manager
- Collate new lots ensuring properties are captured on a possible list if not fully instructed
- Ensure all deadlines are met e.g. closing date, auction date for auction events
- Ensuring that all AML ID checks, signed terms, and entry fees are received from vendors prior to auction when required
- Ensure compliance is adhered to at all times, including compliance check all listings before going live and/or sending auction contract documentation
- Liaise with valuers where appropriate to ensure they're aware of the status of the property and any issues that may arise
- Ensure contract paperwork is filled out accurately and sent to the relevant parties
- Maintain electronic files and databases, ensuring notes are added to the Hub
- Support your line manager with daily tasks
- Be able to chase bidders for outstanding ID and card details when required
- Be able to answer Rightmove or website enquiries via the Hub
- Proofread the auction catalogue and amend if required
- Assist in applying lot numbers
- Submit the final reserve prices, comms to vendors and produce the final reserve report

Who we're looking for

We're searching for a versatile people person who gets what great customer service looks like and has what it takes to deliver it, as well as:

- At least 1 years experience in an administrative role
- Property industry experience desired
- Proficient in Microsoft Office programs, particularly Excel
- Excellent standard of numeracy and literacy skills
- Experience of multi-tasking in a fast-paced environment
- Excellent data entry and typing skills
- A keen eye for detail
- The communication skills to write clearly and speak easily with anyone
- An organised way of working and ability to prioritise
- Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening