

# martinsproperties

## Martin's Properties

### Job Description – Office Administrator

Location: 36 Walpole Street,  
Chelsea, London, SW3 4QS

<http://www.martins-properties.co.uk/>

Martin's Properties are an active, dynamic and ambitious property company with a prestigious property portfolio worth £350 million situated principally in Fulham and Chelsea. Their assets include a mix of commercial, retail, residential, office, leisure and mixed use properties. Martins are looking to grow the business over the next 7 years towards £450m of net assets and are aiming to diversify geographically and sectorally. The focus going forward will be on Greater London fringes and M25 towns in the office, retail, industrial, PRS and hotel sectors. The balance weighting of the portfolio will be 50% core income, 30% asset management and 20% development. The company has very low gearing at 18% and acquisitions and developments are funded through internal cash resources.

The company has been established over 70 years and its values remain at the heart of the business. The family shareholders delegate the management of the business to an independently chaired Board. The Executive Board comprises of Tom Martin (CEO), Paul Nicholson (FD) and Richard Bourne (Property Director).

Martin's Properties is a customer and community facing business with a focus on creating and managing sustainable, well-designed buildings that enhance the local environment and deliver exceptional customer service.

The list below is not an exhaustive list of responsibilities, it is expected to evolve over time depending on the successful candidate's skills, experience and aptitude.

The role as Front of House/Office Admin Support is to help ensure the smooth running of the reception, and the office while providing administrative support to the team.

### **Duties and Responsibilities:**

- Answering incoming telephone calls and relaying messages
- Greet visitors and providing refreshments for all meetings
- Managing bookings for all meeting rooms
- Managing the Property Key system – keys to be given to agents or key holders for viewings when vacant. To be returned when let.
- Manage and keep up to date the phone lists for staff
- Team copy typing of letters, reports and other documents as required
- Managing electronic filing on the Data Management and Accounting System
- Managing the archiving/title deeds
- Opening and stamping incoming post - taking post to post office and managing special deliveries
- Working with multiple diaries (internal and external) to diarise and liaise external appointments and make venue bookings

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- Book taxis and couriers as required
- Run through and direct all emails sent to the Martin's enquiries inbox
- Manage all stationery supplies for the office, including branded stationery and paper
- Manage all kitchen supplies including, cleaning products, food for staff and Nespresso coffee capsules
- Manage drinking water supply for the office, orders and deliveries
- Responsibility of personal company credit card
- Process all office related invoices
- Manage car park spaces for visitors/contractors
- Maintain up to date news and available properties for the company website
- Arranging maintenance call outs for office photocopier and organise replacement stock of toner
- Assist with the management of staff mobile phones
- Budget office costs
- Organise all staff events alongside EA and PA
- Management of Social Media and Corporate Website with the external teams
- Work on any other duties as may reasonably be required from time to time to ensure the smooth running of the office

## **Assisting the Property Team:**

- Scanning documents onto the electronic filing system, including leases, sales and planning
- Breakdown of agent's viewings every month
- Liaise with tenants in regards to access to property
- Preparation of tenant manuals
- Assist when necessary of putting together the marketing particulars for properties
- Assist when necessary to book check ins/check outs and property cleans

## **Admin Support to the Facilities Manager:**

- When it is needed, cover the Facilities Manager, in-house Engineer's and external contractor visits. Including reporting on the helpdesk and instructing the in-house engineer.

## **Skills and Experience:**

- The ability to work as part of a team
- Good communication skills
- Accurate typing skills
- Knowledge of basic MS packages
- The ability to prioritise your work load
- Articulate
- Self-motivation
- Enthusiasm