

# Job Advert

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**Position:** Business Support Administrator

**Employment Type:** Permanent Full Time Position

**Location:** Wrexham

**Salary:** £18,000 to £22,000 per annum depending on experience

**Hours:** 9:15 to 5:30 Monday to Friday. Occasionally Saturday 9:15 to 12:30.

## Position

This is an opportunity to join a team within a local office of an established Estate Agency and Lettings Business. Northwood is part of a network of franchisees that own and operate over 300 branches nationally, receiving the backing of a central office that delivers an expert support system and an extensive training programme to enable individuals to thrive.

As a Business Support Administrator, you'll be an essential contact for our customers, providing advice on our Estate Agency and Lettings services. You will be responsible for producing landlord and tenant agreements and sales contracts. You will be expected to meet deadlines to meet the needs of our customers and support a sales team to achieve its objectives. It is not a requirement that you have worked within an estate agency business before, as training and ongoing development will be provided.

The successful applicant will be self-motivated, proactive and willing to work alone, have an outgoing personality with excellent communication and interpersonal skills and able to demonstrate planning and organisational experience. We are looking for a person to work within a team of sales negotiators willing to take a lead to ensure our administrative duties are completed in a timely manner and that our office environment is organised.

You will be expected to have experience of working in a customer-facing environment and on the telephone, where service is paramount; able to demonstrate a proven ability to meet performance standards and be familiar in working with MS Word, Excel and Outlook.

You will work 37.5 hours per week, between 9:15am and 5:30pm Monday to Friday and occasional Saturday mornings from 9:15am to 12:30 on a rotational basis. The initial salary for the position is £18,000 to £22,000 per annum dependant on experience.

## What you will be doing

- Taking ownership of the customer experience, by providing excellent service to help deliver on customer expectations.
- Liaising with utility companies, solicitors and deposit protection organisations.
- Dealing with day-to-day queries from our customers, contractors and suppliers.
- Producing contracts and agreements.
- Managing the office environment.
- Supporting the administrative duties of a sales team.

For an application form, please contact Stephen Bithell at our Wrexham office on 01978 356100 or email your C.V to [wrexham@northwooduk.com](mailto:wrexham@northwooduk.com).

Closing date for applications Friday 31<sup>st</sup> January 2020.