



6 - 8 Vestry Street, London N1 7RE, UK
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Job Title: Office Junior
Pay Range: Competitive
Department: Property Services (Finders International Estate Agents)
Contract: 1 Year Fixed Term with the possibility of extension
Hours: Full time
Reporting to: Head of Property Sales & Services
Location: Remote working & Shoreditch Office, London

About Finders International

Finders International are a firm of professional probate genealogists (aka “heir hunters”) established in 1997. Our group of companies provide a comprehensive range of support services to those dealing with Estate Administration, from Solicitors, Banks, Corporate and State Trustees through to charities, professional administrators and executors.

Finders International are the largest probate research company in the UK and always ensure that the highest professional standards are maintained.

This vacancy is within our Estate Agency and Property Management Team. You can find further information about Finders International Estate Agents on our website:

<https://www.findersestateagents.co.uk/>

Part of Finders International Group <https://www.findersinternational.co.uk/>

Purpose of the Job

Is to support the Estate Agency staff and the services we offer. Although part of a very large company with over 100 employees, this is a small, energetic team and your role will be integral to the overall success of our work.

This is a fantastic opportunity for the right person with a high level of drive and enthusiasm, who is willing to learn and who wants to become a vital member of a team.



Main Duties and Responsibilities

- Listing properties via property portal.
- Liaising with other estate agents.
- Handle viewing requests.
- Book viewings
- Conduct viewings at times.
- Taking items to the post office.
- Arrange estate agent valuations.
- Arrange EPCs in a timely manner.
- Ordering floor plans and marketing photos
- Other administrative duties.
- Taking new property instructions.
- Ensuring keys are cut correctly and logged securely.
- Managing packages delivered to our office by our representatives.
- Data entry
- Ad hoc duties
- Dealing with in-tray.

Client focus

- To assist the property team with all admin duties as required.

Compliance

- To observe the company's conduct and confidentiality code, rules, and regulations.

Administrative

- To provide a general administrative service, including letter and emails to executors and keeping them updated.
- Maintain client files and in an orderly manner and file correctly on internal CRM system.
- To provide an efficient and friendly telephone service to stakeholders in your colleagues' absence

General

- To undertake training and development as specified by your line manager or Director
- To attend corporate functions as directed by your line manager or Director.
- Ensure that your workstation is kept clean and tidy.
- Undertake any additional duties appropriate to the post as requested by the Line Manager.

Person Specification

Essential

Knowledge & Experience

- Previous estate agency experience preferred
- Excellent telephone manner.
- Strong admin skills.
- Good knowledge of Excel – Intermediate to Advanced.
- Commercially minded.
- Very organised.
- Experience of working collaboratively as part of a team to deliver a high-quality client service

- Experience of handling and resolving customer queries
- Experience of using own discretion and judgement to find solutions to problems.
- Experience of developing positive relationships with external clients and other stakeholders

Skills & Abilities

- Excellent written communications skills with experience producing written information on sensitive issues.
- Excellent verbal communication skills with experience of dealing with a diverse range of people at all levels.
- Highly organised with the ability to work unsupervised to prioritise, co-ordinate and delegate tasks to meet deadlines.

Educational qualifications & achievements

- A-levels or BTEC or apprenticeship (as appropriate), or equivalent experience / degree or equivalent experience.

Personal attributes or qualities

- Ability to develop effective colleague relationships and willingness to positively resolve interpersonal conflict
- Ability to stay calm under pressure while working in a fast paced, public facing environment
- Ability to work responsibly with highly sensitive and confidential information observing legal frameworks
- A proactive approach to promoting the principles of equality and diversity as specified in the company's Equality Policy.
- A proactive approach to complying with the company's Environmental Policy and the procedures specified in the Environmental Management System
- An interest in and commitment to the work of Finders International Estate Agents

Pay and Benefits

Type of Contract

This appointment is offered on a 12-month fixed term contact with the potential to extend to a permanent contract.

Working Hours

The working hours for this post are 40 hours per week worked over 5 days per week, Monday to Friday.

Finders International Estate Agents operate from 9 am to 5pm Monday to Friday.

Place of Work

You will be required to work both remotely from home and on site at the Shoreditch office (6-8 Vestry Street, London N1 7RE) dependant on the team's needs. Home working equipment provided.

A review of pay is undertaken annually at Finders International Estate Agents

Annual Leave

Annual leave is 25 working days per annum rising to 28 working days after successful completion of the probationary period.

Safer Recruitment

All positions at Finders International Estate Agents are offered subject to the following conditions:

- Receipt of satisfactory references.
- Proof that you are legally entitled to work in the UK.

Pension Benefits

Finders International operates a Workplace auto-enrolment Pension Scheme which you will be opted into after 3 months of employment. You will have the opportunity to opt-out of the Scheme should you wish to.

Other Discretionary Benefits (examples only below)

- Access to a 24/7 Employee Assistance Programme
- Birthday Leave
- Wellbeing Leave
- Bi-annual company-wide events

Selection

We ask candidates to submit a CV and cover letter outlining your suitability for and interest in the role.

If you need an application form in an alternative format, please call us on 020 3859 5311

The closing date for applying for this role is 15 June 2023

Interviews will be held asap Please indicate in your cover letter if you are not able to attend on any specific dates.

Following the initial interview stage, successful candidates will be invited for a second interview. A third interview may be required from time to time.

Job start date will be 19 July 2023