

Business Support Coordinator - Ascot and Virginia Water

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Company: Knight Frank

Location: United Kingdom

Category: other-general

Contract Type Permanent Employment Type Full-Time Working Requirements On Site Hours 9:00am to 5:30pm Salary Competitive Division Residential Location Ascot

We are the world's leading independent international property consultancy, headquartered in the UK, offering agency and professional advice across Commercial, Residential and Rural sectors. Established in 1896, Knight Frank now comprises a global network of over 20,000 people in 487 Offices across 53 Territories.

The Country Residential sales division are looking to recruit a Business Support Coordinator to assist with sales administration in the Ascot & Virginia Water office. You will report into the Office Head, Edward Shaw with day-to-day input from the Senior Operations Coordinator.

Responsibilities:

Greet clients in a polite and welcoming manner

Assist clients and offer refreshments when necessary

Answer incoming calls, respond to website enquiries and handle all walk-in clients

Assist with diary management for the office to include arranging and organising property visits and viewings

Take accurate messages and assist with all enquiries wherever possible

Sales Administration

Work with Operations teams to provide efficient sales administration, to include:

Property listings: Create new property activity records Order land registry title checks
Register new instructions Generate reports and assist with client due diligence Brochure
production Social media asset creation

Best Practice:

Follow & adhere to all internal and external compliance & best practise measures and
procedures

Manage property and client records on HUB in line with Best Practice guidelines

Manage Client Due Diligence process for clients and counterparties

Liaise with clients to obtain necessary documents prior to marketing

Ensure correct naming conventions are used on all property files

G:drive organisation and maintenance

Local Marketing:

Liaise with marketing team to organise mailers, brochures, window cards, pitching
materials and any other marketing assets

Arrange and upload EPCs, photos and floorplans

Update property listings

Use of internal systems to search and download imagery

Liaise with PR team to submit properties for suitable stories

Information Security:

Ensure clear desk & clear screen policies are followed

Ensure confidential files are treated correctly

Display knowledge of GDPR regulations

Particular Aptitudes/Skills Required

Prior experience in a business support, administration or front of house role preferred but not
required

Property experience would be helpful but not essential for the role

Strong IT skills needed – training will be provided for specific systems as needed

Flexibility, adaptability and a co-operative attitude

Excellent standard of English grammar and spelling

Calm under pressure

Diligent and efficient

Attention to detail and strong organisational skills

Self-motivated

Team player

The flexibility to adapt to assist with all office tasking when necessary

#LI-SO1

Please note: this is a Direct Search led by Knight Frank. Applications from recruitment agencies will not be accepted nor will fees be paid for unsolicited CVs, even if provided by PSL agencies.

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Cross References and Citations:

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