

THE STRATFORD LOFTS

POSITION	Property Administrator
COMPANY	Manhattan Loft Gardens Developments Limited
REPORTING TO	Head of Lettings Operations
START DATE	ASAP
LOCATION	Manhattan Loft Gardens – The Lofts Stratford, London
BENEFITS	Preferential rate / discount in The Stratford hotel F&B services Pension contribution 20 days holiday per annum + Bank Holidays. Ongoing training and development Career progression Social events

ABOUT MANHATTAN LOFT GARDENS

Manhattan Loft Gardens is Europe's most ambitious residential tower. Featuring 248 hand crafted, luxurious apartments and three exclusive sky gardens spanning 42 storeys. Created by Harry Handelsman, the pioneering developer who brought loft living to London over 25 years ago. Complementing the stunning design and architecture will be best in class levels of customer service. A dedicated, always available in-house team will be on hand to ensure we meet the lifestyle needs of every resident are. The residences will enjoy exclusive access to a range of amenities within the MLG development; a design led, lifestyle hotel featuring a breath-taking lobby bar/restaurant, 7th floor signature restaurant, private mezzanine, fitness, wellness and meeting spaces and 155 hotel rooms. Approximately 20% of the apartments have been sold on a long leasehold basis and the balance are operated by Manhattan Loft Gardens Residential Limited ('MLGRL').

OUR VALUES

Proud of who we are

We aim to deliver exceptional difference every day, and this takes effort. So we go above and beyond because we believe in what we do – and this means we aren't afraid to shout about it, either.

Challenging the norm

'Expected' isn't enough. We seek to push boundaries, question convention, and dare to go against the grain, to reinvent what luxury can mean.

Authentic at heart

There isn't a checklist on what MLG can – or should – be. Because we act with genuine sincerity, we can leave the stuffy service at the door, creating a more comfortable environment for everyone.

Uncompromising, always

Our standards never waver – no shortcuts, no quick fixes, nothing – so that everyone can have the privilege of an extraordinary experience.

Future-facing

We're always looking forward, to create something new for today. Just because 'that's the way it's always been done', doesn't mean we need to keep doing it.

Contagiously aspirational

We seek to be the very best at everything we do – and we want this attitude to inspire those around us, from customers, employees, and everyone in between.



KEY RESPONSIBILITIES

- To administrate and co-ordinate all operational aspects of the lettings process in collaboration with the Lettings Team.
- Ensure that our central database is maintained as an accurate data source and regularly cleaned and audited, including any client opt out requests.
- Ensure property management systems are updated in line with company policy and client reporting requirements at all times.
- Run daily reports for the Lettings team and General Manager including move in's, move out's, credit control reports, pending payments and outstanding issues to resolve.
- Compile and issue all tenancy documentation and chase where appropriate to ensure each tenancy file is complete.
- Register all tenancy deposits and issue the prescribed information to the new guests.
- Process all notices to end tenancies, including the issuing of the final paperwork and confirmations to the guests.
- Keep compliance records regularly updated and audited as required.
- Ensure all documentation is available to guests and prospects through the agreed channels.
- Work with the Accounts Manager to ensure any outstanding accounting activities are completed on schedule.
- Provide administrative support to the Lettings & Building Management Team.
- Undertake viewings as and when required.
- Have a clear communication channel with the Property and Relationship management team to ensure smooth journey for our guest.

WHAT IS THIS PERSON LIKE?

- Has a positive and upbeat approach with a charming personality.
- A proven successful sales professional with the confidence to work with a high net worth and international customer base.
- Well-spoken and immaculately presented.
- Someone who would enjoy the opportunity to find alternative ways to the status quo and comfortable exploring alternative approaches.
- Ideally speaks more than one language.
- A person who wants to be part of a unique living experience that will prove sector defining.
- Friendly, outgoing, respectful, warm, adaptable and responsible.
- Professional with excellent communication.
- Able to demonstrate delivery of high customer service standards.
- Immaculately presented and well-mannered.
- Open minded and collegiate; enjoys working in and being part of a small but tightly knit team.
- Able to work independently and at pace.
- A starter completer by nature who is hands on, enjoys getting stuck in.
- Detail orientated.
- Digitally minded with an interest in technology.
- Proactive; someone who does not need to be asked repeatedly to act and makes things happen.
- Takes massive amount of pride in their working environment, treating the building like it were their own home.
- Totally discreet, trustworthy and loyal.
- Skillful at dealing with all classes of people.
- Calm, flexible and able to multi-task
- Able to anticipate a guest or employer's needs.
- Someone who adheres to consistently high standards.
- Personable, polite and friendly, even after a long day.



WHAT IS THEIR PREFERABLE EXPERIENCE?

- At least 2 years' experience in a high end/luxury building environment.
- Have a working knowledge of the wider Prime London Lettings market not just our immediate competitors.

