

Managing Agent Co-ordinator

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Managing Agent Administration Manager, in the Service Charge & Specialist Leasehold Services directorate, you will provide effective administration, coordination and business support to the Managing Agent Relationship Team, supporting the efficient delivery of services and providing services directly to residents and other customers where required.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- As required by the Managing Agent Administration Manager you will ensure you provide administrative support to the Managing Agent Relationship team as needed for the effective and efficient running of the services. As well as providing a variety of both front-line customer services to residents and other customers.

- To assist and support the team with the efficient and effective delivery of Section 20 consultations as needed where being initiated/undertaken by superior landlord or their agent so our residents are informed and have the ability to make observations.
- Setting up new suppliers as necessary and providing annual purchase orders.
- Work with colleagues to review and process payment requests from MAs in a legally compliant and timely manner.
- Support the preparation of legal information and notices by deadlines as may be needed.
- Liaise with Managing Agents as required to obtain documentation in a legally compliant and timely manner to ensure the effective management of properties and services.
- Provide superior landlords estimated service charges and year end accounts to residents to improve transparency of information.
- Capture and coordinate incoming work, ensuring it is recorded and allocated appropriately through relevant systems, including CRM, and that records are maintained accurately and kept up to date.
- Deal with internal, resident, managing agent, freeholder and other relevant enquiries in a courteous, efficient and effective manner, in line with Southern Housing service standards, resolving routine matters and referring more complex or specialist enquiries appropriately.
- Manage own incoming and outgoing correspondence and allocated tasks and other duties
- Process invoices and purchase orders as needed
- Coordinate and support the production and issue of mailshots and other communications to residents and other relevant parties, including monitoring and collating responses and dealing with or appropriately referring resulting enquiries.
- Preparing, servicing and/or attending department, interdepartmental and/or external meetings with others as needed including but not be limited to all logistic requirements.
- Maintain up-to-date and accessible records on all computer systems and databases.
- To assist the Managing Agent Administration Manager in the preparation of monthly, quarterly and annual management information and reports as required.
- Put residents' needs at the heart of all you do.
- Be aware of and take appropriate action to manage risks affecting the organisation including financially and to ensure that the organisation receives and provides value for money in the services we provide.
- Respond to routine enquiries and provide timely information and support to colleagues managing complaints, escalating specialist or complex matters appropriately and contributing to service improvements arising from complaint learning.
- To develop and maintain professional relationships and partnerships externally and internally, ensuring the interests of the organisation are safeguarded.

What you'll need:

Knowledge, Experience & Skills

Essential

- Excellent customer service skills and able to deliver high levels of customer satisfaction working to Southern Service standards.
- Able to show can work within policies and procedures and exercise discretion, able to seek guidance as need to maintain delivery of high levels of service and satisfaction.

- Knowledge and/or experience of using and maintaining management information and CRM systems, ideally property related.
- Effective communication skills, both verbally and written.
- Passion and commitment to the delivery of customer service excellence.
- Effective influencing and persuading skills and able to resolve conflict.
- Effective interpersonal skills and ability to work collaboratively with others.
- Effective verbal and numerical reasoning skills.
- Good time management and problem-solving skills.
- Ability to work effectively under pressure and to meet deadlines and targets.
- Ability to deal with conflicting priorities
- Good working knowledge of MS Office
- Able to quickly learn and use new IT and communication systems effectively.

Desirable

- Experienced user of MRI (Orchard)
- Associate level member of the IRPM or similar or willingness to achieve this standard of membership.
- Knowledge and/or experience of working with leaseholder and/ or shared owner.
- Basic understanding of the legal aspects of leasehold law and regulations.

Qualifications

Essential

- Educated to GCSE level including English and Maths or equivalent or demonstrable ability to operate at that level
- Possession of valid driving license and/or the ability effectively and efficiently to visit company offices, customers and properties

Size and scope of role	
LT Directorate:	Service Charge & Specialist Leasehold Services
JP Last updated:	August 2026