

POSITION DESCRIPTION PROPERTY & CONTRACT COORDINATOR

OVERVIEW

The Property & Contract Coordinator (PCC) is responsible for the administration and coordination of all client property reservations and purchases, essentially being the information hub for internal and external property related parties.

REPORTING RELATIONSHIP

The PCC reports directly to the Manager of Property. The PCC also has a close working relationship with the Property Advisers, Accounting Administrators and Property Portfolio Managers.

SPECIFIC ACCOUNTABILITIES

The main responsibilities of the PCC would include, but not be limited to:

- Liaise with developers/vendors/real estate agents (in conjunction with the Manager of Property) and convey any variations to pricing, special offers, availability, stamp duty updates or pertinent changes and ensure all relevant parties are informed
- Assist the Manager of Property with all property related matters, as required
- Keep up to date and accurate availability, reservation & exchanged contract lists using Excel, and distribute accordingly
- Create and maintain up to date and accurate client property files, both soft & hard copy
- Process pre-purchase client agreements
- Coordinate reservation and finale deposits in a timely manner
- Liaise with financial organisations on loan & finance approval for purchasers
- Ensure Contracts of Sale for all properties are available with accurate particulars attached
- Ensure Contracts of Sale have been exchanged/executed correctly, ensuring all related administration procedures have been accurately adhered to
- Attend to property related client enquiries
- Keep up to date and accurate information on the JHG client relationship manager program (Salesforce), including property purchase details, change of address and relevant communication
- As required, maintain and update purchase summary spreadsheets and Property Adviser commissions
- Liaise with the Accounting Department with regard to client purchases to ensure all developer/vendor invoices are raised in a timely manner
- Together with the Property Portfolio Managers, organise, coordinate and (on occasion) attend pre-settlement property inspections

- Together with the Property Portfolio Manager, liaise with JHG Advisers/clients/developers/builders regarding defects, ensuring relevant action is taken to rectify them
- Update JHG company website as and when required for relevant property updates
- Assist the Property Management Department with various property related matters as and when required
- Provide Property Advisers with administration support when required

OTHER JHG EXPECTATIONS

- Keep up to date and knowledgeable on topical property matters which may be relevant to your work preparation
- Be an active and punctual member and contributor to JHG training, team meetings and firm wide activity, including events which may be outside of normal working hours
- On occasion, attend after hours and weekend JHG events, to assist with administration, “meet and greet”, and registrations
- Assist the marketing department with preparing packs and name tags for events on busy occasions
- Comply with all Company wide business systems and processes
- Adhere to Company standards, including (but not limited to) working appropriate and agreed business hours, adhering to dress standards, health & safety policy, cultural standards, and maintaining a clear work area

JOHN HOPKINS GROUP PHILOSOPHIES, GOALS & OBJECTIVES

- The John Hopkins Group philosophies, goals and objectives must be fully comprehended and adhered to when speaking with clients or business associates. Training in this respect will be arranged as required
- Comply with the JHG Style Guide and Visual Identity, and ensure all documents being produced are produced in line with JHG guidelines
- A sound knowledge of the JHG Communication Strategy, and the manner of how JHG communicates to our audience, is essential

PERFORMANCE STANDARDS

The work performance of the PCC will be evaluated on the basis of the following criteria:

- The efficient, accurate and effective administration of all client property purchases and matters
- The ability to work closely and cooperatively with management and staff
- Achieving or exceeding agreed Key Performance Indicators