



Role: Estate Services Administrator

Full-Time: Working 5 shifts per week with normal hours being 9am to 5.30pm Monday to Friday

Salary: £32,000pa

Folkestone Harbour and Seafront Development Company is leading a comprehensive project designed to regenerate the harbour area and create a vibrant new seafront for the town.

We will shortly commence sales for our first residential plot Shoreline with 84 units and look forward to welcoming residents to their new homes and providing outstanding estate services to them.

We are looking for an Estate Services Administrator to join us at the beginning of our residential estate services journey as we establish our systems and practices. You will be based at Folkestone Harbour and Seafront and be a key member of our team.

Reporting to the General Manager, you will be responsible for:

- The administration of estate services and ensuring the safety and maintenance of the area, providing a good experience and high levels of customer satisfaction for residents and visitors.
- Manage all administrative tasks for the Harbour & Seafront estate services.
- Issue compliant service charge demands and budget communications on time.
- Be the point of contact for estate services handling all enquiries as appropriate.
- Administer paid for concierge services from enquiry, to scheduling and delivery, to billing.
- Manage estate services office and functions provided by the estate services office and develop procedures to ensure processes and duties flow efficiently.
- Provide administrative support for the management of contractors, service providers and Harbour staff in the delivery of estate services such as PPM program, reactive works, servicing and testing.

Who you are:

- Outstanding all-round administration skills and experience gained within a commercial customer service focussed environment.
- Great communicator at all levels and through all mediums.
- Ability to work across a very broad task range at a fast pace.
- Professional, reliable, punctual, trustworthy and flexible.
- Highly IT literate, analytical, organised and efficient.

To apply please send your CV and a covering letter explaining why this is the position for you to careers@folkestoneseafront.com

For more information on Folkestone Harbour and Seafront Development visit www.folkestoneseafront.com

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