



Document Name:	Job Descriptions: Property Co-Ordinator
Document Reference:	
Revision No:	1

POSITION TITLE	Property Co-Ordinator
FUNCTIONAL GROUP	Property Acquisitions
REPORTS TO	Property Acquisitions Manager
DIRECT REPORTS	N/A

OVERVIEW
<p>Cornerstone Partnership are an ambitious social enterprise looking for a Property coordinator to join our team of 15, We currently operate a growing portfolio of over 150 properties across the West Midlands and Warwickshire in the social housing sector with an expectation for significant growth across its services in the near future – specializing in property procurement, tenancy management and housing operations to provide accommodation for the homeless. For the right candidate this will offer progression opportunities, a role with a wide reach across the business group of activities and a chance to join a business making a genuine social impact to the housing security of hundreds of families. Within the wider group we also operate a poverty relief charity and a company specializing in affordable new build developments and conversions.</p> <p>Our Property Coordinators are key members of our head office team and ensure that our Landlords get the very best customer service from start to finish. You will be responsible for dealing with estate and letting agents, property sourcers and growing new relationships within these sectors.</p> <p>We are looking for an enthusiastic individual with attention to detail who can work effectively on their own and within a team. We want those with a can-do approach and someone who isn't afraid to get involved in lots of different projects.</p> <p>The role will involve weekly travel to Coventry, Nuneaton and Bedworth and on occasion, Birmingham. Previous experience within estate agency would be preferable however we are seeking someone that has a passion for property.</p> <p>This role is a fantastic chance for you to get an unparalleled insight into our business and social housing sector, with plenty of ongoing training and learning opportunities to keep you up to date on changing legislation and process. You will receive training on HHSRS standards and be required to assess potential properties in line with these criteria.</p> <p>COVID-19 Precautions</p> <ul style="list-style-type: none"> ▪ Personal protective equipment provided if required ▪ Social distancing guidelines, covid risk assessment and National lockdown plans in place ▪ Working from home considered for all roles but office-based presence will be required <p>37.5 hours per week – Monday – Friday (Flexibility for the right candidate) Out of hours emergency resident support on a rota basis</p> <p>£23,000 - £25,000</p> <p>Use of a company pool car</p> <p>23 days annual leave</p>



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WHY DOES MY ROLE EXIST
To actively procure new properties to fulfill contractual targets and briefs. To positively reflect the mission and the values of the business by providing the best service to Local authorities and Charities through collaborative partnerships with landlords and estate agents.

WHAT AM I ACCOUNTABLE & RESPONSIBLE FOR?	HOW WILL I BE MEASURED?
<ul style="list-style-type: none"> • Support Property Acquisition manager to achieve strategic growth targets for the area of responsibility by generating new property leads • Build relationships with business partners including, but not limited to Local Authorities, Professional Service Providers and Contractors, to understand wider business issues and provide data and reports to meet requirements • Complete administrative tasks to ensure information is accurately collected and reported across the area of responsibility • Communicate effectively, accurately and efficiently with all internal and external stakeholders • Obtain compliance certification from landlords and agents for new properties • Creating new tenancy agreements and ensuring prompt signing using DocuSign • Negotiating property deals in line with local housing allowance rates to ensure targets are met • Arrange and attend property viewings to complete safety and refurbishment checks, ensuring suitability for the brief • Liaising with landlords and agents regarding refurbishment costs and follow through until completion • Manage external stakeholders who are involved in the purchase of company assets to ensure the sales are progressing to completion • Manage all conveyancing paperwork including but not limited to – Sales memorandum, legal charges, mortgage paperwork, fraud paperwork, ID and proof of funds • Build relationships with external investors to procure property on their behalf to fulfil our contractual agreements • Identify opportunities for continuous improvement by continuously seeking to improve systems, processes and procedures • Any other relevant tasks as requested by the business 	<ul style="list-style-type: none"> • Completion of tasks within deadlines or pre-determined Service Level Agreements (SLA's) • Positive internal and external stakeholder feedback • Timely processing of reports and data entry • Ensuring property procurement targets are met in line with contractual quarterly deadlines



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HOW WILL I DELIVER?

- Use a systematic approach to organizing work
- Maintain control over quality and accuracy by frequently asking questions
- Solve problems independently and act quickly during ambiguous and unpredictable situations
- Demand timely results, operate with a strong sense of urgency
- Use verbal communication more often than written communication

WHO DO I NEED TO PARTNER WITH?

- External supply partners including, but not limited to, contractors, professional service providers, , local authorities and tenants
- Internal partners including, but not limited to central operations, property management, housing and company directors
- Other members of the Property acquisitions team

WHAT KNOWLEDGE AND EXPERIENCE DO I NEED?

- Excellent excel skills and highly IT literate
- Ability to use initiative to identify and tackle problems to ensure an effective solution is found
- Time Management
- Teamwork
- Stakeholder engagement and management
- Strong prioritisation and organisation skill ensuring diary usage for tasks
- Problem Solving
- Data Management
- An articulate telephone manner and strong presentation skills
- Confidence with handling difficult conversations
- Negotiation and Sales
- Full UK Driving license

WHAT ARE BEHAVIOURS DO I NEED TO DISPLAY?

- **Role model our values:**
 - **Positive Footprint**
 - **Partnership**
 - **Focus**
 - **Innovation**
 - **Driven**

I consistently role model our values, communicate their relevance and importance and visibly integrate them into everyday activities
- **Always do the right thing**, for our team, our clients and our partners
- **Set and deliver high standards** – I set high performance goals and ensure ongoing measures and personal accountability. I am highly organised and have a systematic approach to organising work
- **Competitive** – I create a passion to win, proactively confront challenges, am open to new opportunities and take bold action in the face of opposition



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- **Resilience** – I never stop learning and take personal responsibility to improve and develop myself and others