



Post	Property Assistant
Reports to	Head of Property & Estates
Hours per week	35 hours per week, Monday to Friday.
Contract Type	Permanent
Salary	£28,500 per annum
Location	Westway Trust, 1 Thorpe Close W10 5XL

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway A40. In 2019, a local community campaign ensured that the Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021, a new CEO was appointed and a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition we work with a whole range of stakeholders including around 80 Member Organisations. You can see the organisations plan at: www.westway.org/about-us/horizon-plan/

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, community stables development and an Olympic-registered skate park. This role is critical to ensuring management of a vibrant, diverse and thriving estate.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of and even more visitors can enjoy.

Job Purpose

To provide efficient and responsive administrative support across the Property team to ensure the smooth running of the department. You will be the first point of contact for responding to enquiries/reports of issues from tenants, customers, contractors and the community on estate and property related matters, allocating these to the appropriate team members.

You will also be expected to gain a strong understanding of the strategies of the Trust so that you may support the organisation effectively. This will include gaining a comprehensive understanding of the property and facilities management of the estate and properties; the Trusts Asset Strategy Review; the programme of works for the Community Street Project and the property related sections of the Trusts Horizon Plan 2022-25.

Principal Accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role, the Property Assistant will be expected to take ownership of the areas of accountability and develop the role in line with the needs of the Property team and Westway Trust.

- Provide efficient and effective administrative support across the Property team, including daily active filing, archiving, photocopying, scanning and record keeping.
- Initial point of contact for enquiries to the Property team.
- Provide a responsive customer service handling system to record such enquiries.
- Monitor and provide an initial response to incoming emails/voicemail messages to the Head of Property & Estates, in an efficient and timely manner.

- Providing details to and liaising with the relevant Trust staff as directed to resolve such property enquiries.
- Coordinating the general day to day activities of the Head of Property & Estates in relation to emails, post and voicemails.
- Assisting in the preparation and maintenance of property particulars, void reports and reviewing property marketing websites for current information.
- Cross referencing and managing the prospective tenant's selection list with the historical enquiry list and alerting the team of any repeat/active enquiries.
- Regular visits to Trust premises to record any Health and Safety/Fire Risk Assessment breaches and reporting these to the appropriate Facilities Management team member. Also on these visits to distribute/return to sender any post that is found undelivered to tenants/former tenants.
- Assist with attending Unit Base Parking/Filming/Events on the estate and recording any infringements of agreements on site and notifying appropriate team member for further follow on action.
- Preparing notification details for relevant authorities for entry and exit of tenants – rates, utilities etc.
- Assisting with servicing property meetings (i.e. circulating papers, co-ordinating actions where required).
- Responsible for the recording of void premises and building keys being issued/used, and obtaining additional keys as necessary for the Facilities Management and Marketing/Lettings teams.
- Occasionally providing assistance to the Trust's reception/office manager for general office duties and reception cover if required.
- Effectively contributing to make the property team a high performing team in line with the values of Westway Trust.
- Any other duties as may reasonably be required.

Person Specification

You will need to possess or demonstrate a willingness to provide a good level of customer service with property knowledge. You will need to be able to work under pressure in a multi-faceted organisation. The ability to see conflict management and be able to manage this with good customer service skills. Desire to learn knowledge of landlord and tenant matters is desirable.

You will have the ability to provide a friendly and efficient service to customers, tenants, staff and other stakeholders with an aptitude for working in a challenging and changing environment.

Knowledge and Experience:

- A minimum of one year's experience in a busy property department.
- A broad understanding of commercial property or demonstrable experience of transferable skills if you are from a different sector.
- Customer focused, with the ability to provide a friendly and efficient service to customers, staff and tenants.
- Good time management and organisational skills and the ability to work under pressure with changing priorities.
- Excellent administrative skills.
- IT experience of management software.
- Proficient at managing databases and programmes and creating and managing spreadsheets with a high level of presentation skills and attention to detail.
- High level IT skills and experience of using MS Office (Word, Excel, PowerPoint)
- A keen eye for detail and presentation in all aspects of work.

Personal Skills:

- A personable and collaborative approach, with experience of developing and maintaining positive relationships with a range of stakeholders.
- Good communication skills, orally and in writing.

- Good people management/awareness skills.
- Ability to work on own initiative with minimum supervision.
- Ability to work independently and as part of a team in a multi-cultural and diverse environment.
- Demonstrable understanding and commitment to equality, diversity and inclusion.
- Connections to/ understanding of the local area would be highly desirable.

The ideal candidate will demonstrate the Trust's Values — Courage, Integrity, Openness, Sustainability and Equity — at all times in their work and behaviours.