

# COMPANY TEAM COORDINATOR MATERNITY COVER

## JOB DESCRIPTION

<b>Job title</b>	<b>Company Team Coordinator (Maternity Cover)</b>
<b>Department</b>	<b>Membership</b>
<b>Office location</b>	<b>Arbon House, 6 Tournament Court, Warwick, CV34 6LG</b>
<b>Reporting to</b>	<b>Company Team Leader</b>

## COMPANY VALUES

- We act with integrity
- We are member-focused
- We are industry leading
- We are ambitious
- We champion education

### The Company:

Propertymark is the go-to organisation for property transactions and our focus is on helping people buy, sell, and rent their treasured homes. We help to protect and guide consumers in property transactions and all agencies displaying the Propertymark Protected logo meet higher standards than the law demands.

Propertymark is a membership organisation comprising several divisions and a sector-leading professional awarding body, Propertymark Qualifications. Members have to adhere to strict eligibility criteria and a code of practice, we provide resources, training, events and professional services to support the thousands of estate, letting and auctioneering agencies that are in membership.

## JOB PURPOSE

The focus of the role is to identify the actions that PPD (Principal, Partner or Director) members and PPD applicants are required to undertake to meet the company obligations required by the Propertymark Conduct and Membership Rules, and to ensure that they meet them.

### Main Duties and Responsibilities:

- To identify the company responsibilities relevant to PPD members' and PPD applicants' divisions:
  - Make appropriate verification checks for organisations and PPDs, including company checks, legal entity checks, and full PPD checks. Record information received accurately on the membership database.
  - Contact PPD members, or their delegated person, to obtain company declarations, validate these, compare information with results of full PPD checks as necessary and record the resulting information on the database.
- Complete financial assessments on member client accounts based on documentation provided in order to manage risk to Propertymark and maintain compliance with accounting rules and CMP legislation. Documentation may include, for example, client account ledger, bank statement, tenancy deposit information, accountants report.

- Liaise with the member and/or their book-keeper (e.g. accountant or staff within the company) to gather the correct documentation prior to assessment.
- To request, obtain, validate, record and maintain records of evidence of PPD members' and PPD applicants' compliance with membership requirements for their companies. This includes: professional indemnity insurance, Client Money Protection (CMP), and accountant's reports.
  - Write to PPD members, or their delegated person, and new PPD applicants to request provision of documents.
  - Validate and record on the database company membership documents received including scanned copies of these.
  - Accurately record CMP levy payments including to investigate and resolve CMP payment queries and anomalies.
  - For new PPDs, applicants and on an ad-hoc basis, obtain evidence of independent redress, registration with HMRC for Anti-Money laundering, ICO and RICS, or law society regulation.
  - Dealing with any business changes and adding any additional businesses if needed.
- Take appropriate action where documents received do not meet Propertymark Conduct and Membership Rules requirements:
  - To return invalid, inaccurate or incomplete documents to members/applicants with requests for amendment or further information where necessary.
  - For new applicants to PPD membership, review information received and consult with the Compliance Department when necessary to assess breaches and decide on any further action to be taken, including possible withdrawal of application. Write to request additional information or action required.
  - Identify qualified accountant's reports, and those with a 30% or greater drop in total client funds since the previous report. Forward these reports to the Compliance Department for further action.
- General office administration:
  - Keep accurate records of correspondence.
  - Answer and action any telephone and email enquiries received in the various the inboxes.
  - To make sure all the various inboxes are manned at all times and emails replied to in good time.
  - Keep accurate records of phone calls and correspondence on the system.
  - Other duties for the Membership Department as required.
- Process documentation
  - Record current processes for duties undertaken within the role.

#### Key working relationships:

- Members and potential members
- Company Membership Team Leader
- Membership Manager
- All other departments

#### JOB REQUIREMENT/SKILLS

- Working knowledge of Microsoft office
- Excellent Customer service skills
- Excellent oral and written communication skills
- A basic understanding of legal entities is desirable
- Experience with customer relationship management (CRM) systems

## EDUCATION/EXPERIENCE

- Level 2 in Business Administration or equivalent
- GCSE in Maths & English or equivalent
- Business administration experience
- Membership body experience desirable

## COMPANY BENEFITS

- Healthcare cash plan
- Insurance cover, four times annual salary
- Five percent employer contribution pension plan
- Generous annual leave allowance rewarding length of service, with an additional day of birthday leave
- Corporate bonus to reflect business performance
- A variety of regular social events to help staff get to know each other, stay in touch, and have fun
- Easy access location with free parking, fruit, and refreshments with fully equipped break facilities.