

Pier Management – Job Role	
Company	Pier Management
Job Title	Pre-Sales Administrator
Working Hours	Part Time – 2.5 days a week TBC
Location	Southend on Sea
About Pier Management	Pier Management is a leading provider of ground rent management services and payment collection. The company has a strategic objective of supplying a superior level of service to its customers and investment clients. Our dedicated team are equipped to focus on the requirements of managing large multi property portfolios and possess the skills to take an innovative approach to all situations. Pier Management are appointed by their client; Regis Group Plc to act on their behalf and deal with all matters relating to the varying obligations set out in their leasehold portfolio. The key is always putting the clients' interests as top priority whilst maintaining exceptional standards of communication and services to their leaseholders.
Role description	The successful candidate will be working directly alongside the Pre-Sales Enquiries Team within a focused and versatile group with a highly diligent work ethic. The job role will cover all areas expected within a Pre-Sales Enquiries role. Ideally the candidate will also have some previous property knowledge and an understanding of Freeholder and Leaseholder relationships. Desired applicants will have some previous experience in a similar role and a good understanding of conveyancing requirements on a leasehold property. Day to day duties will include: • Responding to queries and requests for information from solicitors and leaseholders in respect of the property • Production of formal conveyancing packages to assist leaseholders in sale of their property • Dealing with pre and post completion matters including preparation of Licence to Assign/Deed of Covenant • Receipting and returning notice of transfer/charge • Updating accounts once post completion matters and fees have been collected • Production of consent documents to satisfy any legal restrictions against a title • Liaising with Land Registry to modify or remove restrictions against the legal title • Handling incoming emails, telephone calls and written correspondence • Levying of associated fees • Locating, understanding and interpreting salient lease covenants • Processing card payments • General Ad-Hoc duties as instructed
The successful candidate should	• Have prior knowledge of leasehold transfers and the requirements which may present from a freeholders perspective • Possess the ability to draft documents, deeds and legal forms and letters • Be self-motivated and confident • Have a good knowledge of Microsoft Office and related programs • Have customer service experience and a good telephone manner • Be organised and meticulous in their approach to daily tasks • Have good communication skills both written and verbal • Be capable of meeting deadlines and handling large work volumes • Be able to prioritise workloads and manage time effectively

Key Benefits of working for Pier Management	● Vitality Health Scheme (following a years' continuous service) ● Employee of the month ● Discretionary annual bonus ● Summer ball and quarterly events organised by the staff led social committee ● Pension scheme following three months of service ● Invested learning (ongoing CPD) ● Onsite parking (first come first serve basis)
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