

## BRANCH ADMINISTRATOR – JOB DESCRIPTION

**Reports to:** Branch Manager

**Purpose:** Provide administrative support to Branch Manager and team  
Ensure branch activity is documented to clients and their advisors swiftly and consistently  
Ensure each property marketed through us receives a high quality marketing campaign

Key responsibilities:

- Dealing with incoming branch enquiries, liaising with clients and registering their requirements on our systems
- Managing the production and ordering of branch marketing leaflets and letters
- Loading new property records into our database in accordance with company brand guidelines
- Producing high quality marketing materials for each property on the market
- Actively managing the marketing of property online to ensure enquiry levels are maximised
- Utilising specific online campaigns to boost enquiry levels, such as arranging Google Adwords Campaigns and Rightmove Premium Listing requests
- Administering paperwork related to active transactions and ensuring all parties have confirmation of agreements reached in writing within agreed service standards
- Monitoring and assisting to secure documentation from customers and clients
- Producing reports for the manager to support branch activities
- Offering products and services to clients in order to assist their transaction moving swiftly and effectively
- Assisting with the migration from a paper based filing system to a digital operation and striving to ensure that email is used rather than post
- Compiling newspaper advertising and submitting to deadlines
- Ordering stationery, branch supplies and other marketing materials to deadlines
- Keeping records of attendance and submitting timesheets to payroll to meet deadlines