

Details			
Position Title	Senior Department Coordinator	Reports To	Partner, Head of Capital Markets, VIC
Department/Service Line	Capital Markets	Job Level <small>(Level Number – Level Name)</small>	Professional 3 – Senior Colleague
Date modified	August 2022	Direct Reports	Department Coordinator

Position Purpose Statement:

To manage the operations of the Capital Markets team in the state, assisting with client communication, marketing material, as well as administrative support to the team and leaders, to better enable the operatives to generate business, securing work and revenue.

Key Result Areas and KPIs

NB Responsibilities and deliverables may change from time to time in line with your skill set, role and business needs.

Key Result Area Operational	
Responsibilities	Key Performance Indicator
<ul style="list-style-type: none"> Draft, review and prepare correspondence, reports, presentations and other documentation to Knight Frank standards Provide general administrative assistance, including photocopying, scanning documents, collating, filing, binding, mail-outs, arranging couriers etc. Organise or provide assistance with setting up events including identifying venues, organising suppliers Coordinating travel via the Operations Manager General marketing of the Capital Markets service line including promotion through social media including LinkedIn in conjunction with Marketing Managing and updating CRM and other databases as required Maintaining documents including Fee Forecasts. Coordinate marketing campaigns for properties including design of advertising, organisation of contractors (signage, flyers etc.), updating internet listings and monitoring marketing budgets (credit/debts) for all campaigns. Project management of any additional third-party contractors as required. Assist with surplus marketing activities as required; submissions, IMs, flyers etc Assist Property Analyst to write and produce detailed property marketing reports (Information Memorandums, e-Brochures and online listings). Assist the team in collating market data to aid current marketing campaigns including: <ul style="list-style-type: none"> comparable sales 	<ul style="list-style-type: none"> Requirements are met to agreed timeframes, are completed to a high standard and meet Knight Frank branding Documents are prepared to agreed timeframes Successful planning and implementation of events according to instructions and event requirements. Timeliness and accuracy of reports, submissions and marketing materials Effective coordination and management of events

- ownership details of surrounding properties
- comparable enquiries of similar campaigns
- Analysis and research as required
- Provide support for client queries and meetings as required
- Assist with weekly marketing campaign updates which are to be provided to vendors of current campaigns
- Coordinate meetings, agendas and minutes in relation to client pitch and appointments
- Other administrative support within scope of role as required
- Support the Department Heads as required

Key Result Area | Risk Management and Compliance

- Works within organisation to ensure compliance, risk management and corporate governance principles and practices are adhered to
- Conversant with, and acts within relevant law and statutory requirements as applicable to the role
- Ensure completion of all Knight Frank compliance training modules
- No instances of non-compliance
- Complete all compulsory compliance training prior to deadline

Key Result Area | Relationship Management

- Internal stakeholders
- Maintain strong relationships with the team, Senior Leaders and the National Team
 - Build and maintain strong relationships with Employees in other Knight Frank teams including Marketing & Communications and Client Strategy teams
- External stakeholders
- Build and maintain strong, professional relationships with external stakeholders using appropriate judgement
 - A first level contact with clients responding to requests
 - Stakeholders and clients are attended to in a timely, professional and efficient manner to ensure expectations are met/exceeded
 - Positive feedback received

Key Result Area | Financial Management

- Prepare monthly expense reconciliations including assist team with expense reimbursements
- Prepare client invoices
- Liaise with the Finance Department to follow up outstanding invoices
- Arrange payment and tracking of expense invoices. Scan/copy invoice and provide to accounts.
- Accuracy and timeliness of monthly department expenses, client invoices and debtor management.
- All invoices and expenses are accounted for and accurately reconciled on a regular basis

Key Result Area | Team Management

- Provide leadership and direction of direct reports ensuring objectives are achieved
- Informal and Formal Performance Check-ins are completed for direct reports

- Support the operation of the team including appointments, team meetings, and awareness of schedules
- Manage team attendance/leave register
- Manage the onboarding and offboarding of new employees including induction
- Manage and update org charts
- Assist team with communications, including directing/transferring calls, taking messages
- Support the KFA student
- The team are supported to agreed timeframes and standards.
- New and departing employees are appropriately managed in terms of IT and support
- Maintains accurate team leave and absences and sent to payroll monthly.
- Actively contributes at team meetings, sharing ideas and information

Key Result Area | Projects/Other

- Organise catering on occasion. Assist with coffee, catering requirements for meetings and events.
- Corporate Concierge relief from time to time.
- To agreed timeframes and standards.

Success Profile

Qualifications, Knowledge & Technical Prerequisites

Technical / Specialist / Industry qualifications and knowledge

- Real Estate Licence/Agents Representative Certificate (required)
- Advanced level in Microsoft packages particularly Word, Outlook, PowerPoint and Excel
- Tertiary qualification in Business, Property or similar
- Intermediate to advanced level in Adobe InDesign
- Intermediate to advanced level in Adobe Acrobat and NitroPro

Experience

- Previous experience of at least 5 years within a similar administrative role providing support to a team and/or senior individual
- Experience as a people manager and delegating work

Competencies

- Discernment to liaise with clients of all levels
- Team focus to ensure the smooth operation of the department
- People management skills
- Ability to develop first level analysis and commentary for properties
- Ability to create and implement organised systems and manage workflow
- Excellent attention to detail and high level of accuracy at all times
- Excellent verbal and written communication skills including advanced level of spelling and grammar
- Ability to prioritise to meet deadlines
- Excellent organisational skills

Personal Attributes/Style/Interpersonal Skills

- Flexible approach to work with the ability to adapt to a changing and high pressure environment
- Ability to work under minimum direction
- Pro-active and strong use of initiative
- Self-motivated
- Team player

Additional Information (optional)