

# Leasehold Assistant

Reports to: Senior In-House Counsel (Property & Leasehold Operations)

The part I play at Flagship Group to help solve the housing crisis in the East of England is:

To support the legal team with handling leasehold enquiries, acting as the first line telephone and email support as well as recording data and development measures through maintenance of the Legal SharePoint and case management system.

I work closely with the wider Legal team to provide ongoing administrative support including updating and maintaining internal systems/databases and teams. I work collaboratively across departments to coordinate responses to leaseholder enquiries from internal and external customers and third parties, always considering and contributing to process improvement to ensure we continue to deliver outstanding customer service through providing prompt and legally compliant responses.

## My skills and experience include:

Experience of administration and working in a customer focused environment. I can communicate clearly, using a range of styles, tools and techniques which enables me to influence and persuade with compelling arguments.

I have demonstrable problem-solving skills, utilising information about customers' needs as a basis for my decision making.

I have the ability to work both as part of a team and across teams and am able to manage and prioritise my own workload, constantly seeking to do things better.

The required qualification for my role is to be educated to A Level standard, or equivalent, and I am confident in MS Office.

## The skills I will develop include:

In this role I will enhance my communication, administration, and customer service skills, as well as my ability to interpret leases and other legal documents.

I will have the opportunity to build relationships both within and outside of the business whilst expanding my knowledge of the leasehold area of legal work within the housing sector.



## Flagship Group Values:

