



IT and Database Management

Experience and aptitude for I.T software and hardware and an excellent understanding of database construction and management, management of the domain names and email accounts, this role is an essential support to the whole team and will require the ability to troubleshoot at short notice. Advanced Microsoft qualifications, web design, Publisher or similar and further study are welcomed in this position, knowledge of SharePoint may be useful. This candidate will support the business in installing software, maintaining the hardware and broadband functions, developing or understanding bought in databases and be able to train other team members how to best use their I.T and databases. Establishing a common document management and training team members on using it will be essential.

A significant (but carefully managed!) investment programme needs to be rolled out including improved internet, email and document management, a VOIP system, a new property management software system, a mapping system, CRM and time management software.

This is likely to be using established systems from a sister organisation but the successful candidate should show an ability to carefully project management implementation.

All roles at TEM offer the opportunity for commercial exposure and to be part of the business and not merely support staff, all team members are required to have a 'roll your sleeves up' approach. Each role will include elements of most of the below as each member of the team will need to be able to provide cover at times of absence.

- Excellent knowledge of Microsoft word and ability to lay out documents and letters
- Corresponding using email and tight management of own email account
- Extensive and accurate use of Microsoft Excel, maintaining databases and using formulas
- Good knowledge of Microsoft PowerPoint to prepare property particulars and presentations
- Ability and enthusiasm to learn and operate any relevant software the TEM use
- Supporting the property team booking contractors, organising site visits, credit chasing, keeping compliance records up to date, preparing service charge budgets
- Supporting the lettings team in the preparation of letting particulars and arranging viewings
- Supporting the events and filming manager
- Compiling research and solutions using the internet, telephone, libraries and contacts
- Any other reasonable duties

The list of tasks is not exhaustive and will develop in accordance with the demands of the business and our growing client base.