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Temporary Property & Administration Manager

24 June by Love Success Recruitment

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EXPERTS IN RECRUITMENT

£ £25.64 per hour

📍 South West London, London

🕒 Temporary, full-time

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Full job description

Location: West End, London (W1), Office based**Rate:** £25.64 per hour**Hours:** 37.5 per week, Monday-Friday**Duration** Ongoing**Start:** Immediate

A leading private property investment and management business in the West End is seeking a **Property & Administration Manager** to join its close-knit team. The portfolio spans high-quality residential and commercial properties across prime central London locations, including Fitzrovia, Marylebone, and Primrose Hill.

This is an excellent opportunity for a driven and detail-oriented property professional looking to further develop their expertise within a dynamic and supportive environment.

Key Responsibilities

- Oversee all aspects of tenancy processes from start to finish
- Manage property check-ins and check-outs
- Coordinate property preparation, including maintenance, refurbishment, and furnishing
- Supervise external contractors (e.g. gardening, lifts, fire safety, waste management, window cleaning)
- Handle general administration, including tenant deposits and rent invoicing
- Collaborate with the finance team on annual service charges, ensuring timely invoicing and resolving queries
- Perform routine office administrative duties
- Obtain and review maintenance quotations from contractors
- Resolve supplier invoice issues promptly and efficiently
- Maintain accurate and up-to-date property maintenance records

Candidate Profile

We are looking for a proactive and organised individual with a genuine passion for the property sector. The ideal candidate will have:

- Strong property management experience
- Excellent organisational skills with exceptional attention to detail
- Clear and professional written and verbal communication skills
- A reliable, adaptable, and resourceful approach
- The ability to work both independently and collaboratively
- Confidence working in an office setting and visiting sites across London
- A strong academic background and demonstrable leadership capability

Ready to step into a fast-paced property role with real responsibility? Join a collaborative team managing a high-quality Central London portfolio, where you'll continue to grow your expertise.

Love Success is a top recruitment agency based in London, dedicated to connecting exceptional administrative and office support staff with the leading businesses across London and the UK. Whether you're a candidate seeking Personal Assistant roles in London or an employer looking to hire administrative and office support staff, our agency provides high-quality recruitment

services tailored to your needs.

At Love Success, we champion diversity, equity, and inclusion, embedding these values into every aspect of our operations. Our unwavering commitment to these principles is evident in our recruitment practices and our comprehensive training and development programs. We partner with organisations that share our dedication to fostering diverse and inclusive workplaces, where individuals can be their true selves in the workplace. Together, we strive to promote equality and create opportunities for all.

Love Success is proud to serve as an Employment Agency for this vacancy.

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Housing Administrator

20 April by TRI Consulting

£ £17.69 - £23.40 per hour

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 Temporary, full-time

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Centre Manager

17 June by Tiger Recruitment

£ £45,000 - £50,000 per annum

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Accounts Assistant

24 June by Robert Half

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Housing Adviser - Housing

1 week ago by Remedy Recruitment Group

£ £30.67 per hour

 South East London, London

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2 June by JOB SWITCH LTD

£ £23 - £23.44 per hour

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Office Manager

15 June by Michael Page Business Support

£ £18 - £22 per hour

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**Property Manager Skills for
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Online, Self-paced

£15

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Reference: 57054644

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South West London

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POLINA IVANOVA

CONTACT

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London, UK, E130HQ

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Email: pr.pmivanova@gmail.com

Nationality: Bulgarian

LinkedIn: <https://www.linkedin.com/in/polina-ivanova-3112913>

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.facebook.com/ButerflyMoon88/photos>
- <https://www.instagram.com/butterflymoon1988/?hl=en>

SKILLS

- E-Mail handling
- Front desk operation
- Excellent memorisation
- Cash handling
- Customer Service
- SAGE Accounts
- Phone system adept
- Booking and calendar management

LANGUAGES

English

Advanced (C1)

PROFESSIONAL SUMMARY

Detail-oriented professional experienced in Microsoft Office, data entry, and document management. Specialises in property listing updates and customer service, enhancing client relationships and satisfaction. Strong communicator with effective time management and report-writing skills. Skilled in problem-solving, conflict resolution, and safety compliance, with a focus on strategic planning and market analysis.

WORK HISTORY

Receptionist Assistant, 07/2009 to 11/2011

2 years and 5 months

Family hotel Old House - Trojan, Bulgaria - Trojan, Bulgaria

- Greeted visitors warmly, providing professional first impression of organization.
- Welcomed guests and clients in friendly, positive manner.
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance.
- Facilitated smooth check-in and check-out processes for guests, contributing to high levels of customer satisfaction.
- Delivered polite, professional customer service to enhance business reputation through positive first impressions.
- Welcomed customers in warm and polite manner when entering to establishment, providing refreshments while waiting.
- Assisted visitors by providing directions and information about local amenities and services.
- Responded to enquiries from clients, vendors and members of public.
- Answered incoming calls, providing information and redirecting enquiries to relevant staff members.
- Handled incoming telephone calls, taking accurate messages and relaying to personnel to support timely communication.
- Operated multi-line telephone system to take messages, give information and direct callers.
- Managed incoming calls efficiently, redirecting to appropriate departments to streamline communication.
- Implemented feedback mechanisms for visitors to gather insights that informed continual improvements in reception services.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Regularly cleaned and organised reception area to maintain welcoming environment. regularly to maintain professional appearance.
- Processed incoming and outgoing post, ensuring timely distribution and collection for operational efficiency.
- Collaborated effectively with customers and staff to maintain smooth-running company operations.
- Facilitated communication between departments to ensure smooth operations.
- Carried out basic day-to-day administrative tasks to support staff needs.
- Provided administrative support to various departments, including photocopying and filing documents.

- Provided administrative support to various departments, aiding in document preparation and filing tasks.
- Organised catering and refreshments for meetings and corporate events to enhance guest experiences.
- Responded to email inquiries promptly, delivering clear and concise information to address queries.
- Handled mail and parcel deliveries, distributing items to staff and managing outgoing post.
- Filed and maintained invoices, customer records and other paperwork to facilitate ease of retrieval.
- Handled confidential documents and information with discretion and integrity.
- Handled confidential documents with discretion, following data protection guidelines to safeguard information.
- Worked closely with security personnel to manage access control and visitor badges.
- Monitored office supplies and reordered stock to avoid shortages.
- Assisted in onboarding new employees by providing tours and essential information.
- Assisted in sourcing vendors for office supplies to meet operational needs. for office supplies or service needs.
- Assisted in sourcing vendors for office supplies to meet operational needs. for office supplies or service needs.
- Worked closely with security personnel to manage access control and visitor badges.
- Monitored office supplies and reordered stock to avoid shortages.
- Supported guests with immediate, knowledgeable assistance for diverse needs.
- Assisted in onboarding new employees by providing tours and essential information.
- Coordinated appointments, improving time management across team.
- Handled sensitive information discreetly to maintain confidentiality.
- Supported event planning, ensuring seamless execution of company functions.
- Directed visitors by maintaining employee and department directories; giving instructions effectively.
- Maintained tidy and organised front desk, creating inviting atmosphere for guests.
- Contributed to friendly work environment, fostering positive staff morale.
- Demonstrated professionalism whilst handling guest complaints, resulting in improved customer satisfaction levels.
- Streamlined office procedures by enhancing reception area efficiency.
- Managed multi-line telephone system, provided excellent customer service to callers.
- Assisted in organisation of meetings to ensure smooth operations.
- Increased productivity with effective distribution of correspondence.
- Welcomed visitors with warm and professional manner.
- Provided administrative support to colleagues, enhancing workflow efficiency.
- Improved team effectiveness by maintaining up-to-date records and files.
- Managed all incoming phone calls for efficient communication.
- Organised travel arrangements for senior executives enhancing business performance.
- Maintained security by following procedures, checking visitor logs, issuing visitor badges when required.
- Dealt with enquiries promptly for customer satisfaction.
- Liaised with vendors to manage office supplies inventory effectively.

- Facilitated internal communication by delivering messages efficiently.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Kept reception area clean and neat to give visitors positive impression of company.
- Delivered front of house duties with warm and professional manner.
- Screened and verified visitor IDs, maintaining security of personnel and office environment.
- Monitored office supplies inventory, promptly reordering low stock items to prevent workflow disruptions.
- Maintained warm and welcoming environment for employees and visitors by ensuring cleanliness of reception and lounge areas.
- Reorganised filing system to reduce file location times.
- Operated company switchboard, answering and redirecting up to + calls per.
- Led employee training, receiving 20% positive participant feedback.
- Enabled smooth running of operations, performing routine office support through and .
- Reorganised filing system, reducing file location times by minutes per employee.
- Successfully prevented account loss by rebuilding client trust after incident.
- Detected errors and discrepancies in documentation, preventing £ in losses.
- Trained new staff on telephone etiquette, boosting customer satisfaction score from 10 % to 30 %.
- Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
- Collected and distributed incoming mail, employing strict confidentiality throughout.
- Took and communicated messages to minimise interruptions to staff workflows.
- Managed calendars, strategically scheduling appointments to maximise availability.
- Maintained accurate and up-to-date records for smooth handovers.
- Acted as first point of contact for wide range of personnel.
- Embodied company values through friendly and reliable customer service.
- Signposted other services where appropriate using industry knowledge and contacts.
- Prioritised tasks to maintain reliable service throughout peak times.
- Located information and records quickly to assist with ad-hoc queries.
- Admitted guests into buildings to control site access.
- Reduced waiting times through effective time and resource management.
- Provided clerical support to company employees, including copying, faxing and file management.
- Answered +15 to 40 telephone calls per day, compiling detailed notes and promptly forwarding as required.
- Assisted with set up of ID card and access permissions following site security practices.
- Managed bookings using Booker software to schedule, cancel and re-arrange appointments.
- Managed office calendar, set new appointments and assisted with arrangements.
- Offered knowledgeable, friendly support to in-office guests.
- Managed high volume of incoming calls from multi-line telephone system and documented messages.

- Assisted visitors with completing and submitting paperwork.
- Solved administrative and customer service issues with knowledgeable assistance and friendly support.
- Received payments for and updated balances in computer.
- Coordinated incoming and outgoing packages and mail to facilitate distribution.
- Tracked daily activities and important metrics with spreadsheets.
- Kept reception area clean and organised to uphold professional office reputation.
- Set up office spaces, equipment and support services for client and team meetings.
- Maintained reception area stock of important forms and brochures.
- Monitored building security, updated logs and issued visitor badges.
- Represented company and promoted brand with exceptional service and presentation.
- Created agendas for meetings, prepared materials and took detailed notes.
- Oversaw office supply orders and replenished stock for staff use.
- Issued visitor and contractor passes and recorded visits on security system.
- Handled office petty cash and maintained flawless records.
- Wrote professional letters, memos and emails for internal and external business communication.
- Coordinated travel flights, accommodation and itineraries for office staff.
- Updated with important office metrics and logged daily activities.
- Maintained security by following procedures, checking visitor logs, issuing visitor badges when required.
- Contributed to friendly work environment, fostering positive staff morale.
- Coordinated appointments, improving time management across team.
- Assisted in organisation of meetings to ensure smooth operations.
- Kept reception area clean and neat to give visitors positive impression of company.
- Maintained warm and welcoming environment for employees and visitors by ensuring cleanliness of reception and lounge areas.
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- Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
- Maintained security by following procedures; checking visitor logs; issuing visitor badges when required.

Property Administrator, 05/2007 to 09/2008

1 year and 5 months

Hotel Via Trajan - Trojan, Bulgaria

- Delivered exceptional customer service to tenants, addressing queries and concerns promptly to ensure tenant retention.
- Resolved tenant disputes, facilitating fair solutions to uphold positive tenant relations.
- Negotiated lease renewals, securing advantageous terms for both tenants and property owners.

- Facilitated tenant placement for property owners, enhancing occupancy rates for available spaces.
 - Conducted property tours to potential buyers and renters.
 - Liaised with solicitors to resolve legal issues related to property management, including disputes, evictions, and contract negotiations.
 - Coordinated with contractors and service providers to secure high-quality maintenance work at competitive prices.
 - Coordinated insurance claims with insurers, ensuring timely processing and resolution of claims.
 - Conducted safety inspections, ensuring compliance with health and safety regulations to safeguard occupants and property.
 - Updated property listings, crafting engaging descriptions to attract prospective tenants.
 - Streamlined administrative procedures, improving operational efficiency within the property portfolio.
 - Proposed housing solutions based on client requirements and budget.
 - Met and exceeded sales goals through consultative sales techniques and closing abilities.
- Managed lease renewal process, communicating timely with tenants and property owners. for existing tenants through.
 - Monitored upcoming key dates on behalf of tenants including rent reviews, lease expiries and lease renewals, providing notice to facilitate .
 - Resolved + tenant enquiries per day via telephone, email and in person.
 - Performed rental inspections on basis to review state of properties.
 - Prepared documents including, employing strict attention to detail throughout to reduce clerical errors by 10%.
 - Maintained and regularly updated tenant contact information including emergency tenant contact lists and manuals.
 - Secured contractors to perform preventative maintenance works and repairs, ensuring permits were signed and stored correctly.
 - Welcomed clients and tenants upon arrival, providing assistance and information.
 - Managed customer relationships to achieve high satisfaction rate.
 - Managed multiple rental properties with outstanding planning and organisation.
 - Used proven sales and negotiation abilities to achieve optimal sale and rental prices.
 - Communicated regularly with property owners to discuss tenant needs and property management updates. and prospective new customers.
 - Drafted leasing and sale agreements for tenant signing.
 - Communicated terms and conditions to prospective buyers or tenants.
 - Monitored property market trends to accurately anticipate and meet customer demand.
 - Coordinated sales through communication with buyers, sellers and solicitors.
 - Oversaw property maintenance, working with various tradesmen to complete repairs.
 - Gathered property information using reliable sources.
 - Collaborated with clients, solicitors and surveyors to progress property sales.
 - Inspected rental properties before and after tenancies, appropriately handling bond payments.
 - Conducted intensive property market research to stay abreast of trends and developments.
 - Offered bespoke advice on property value based on current market estimates.
 - Obtained and maintained accurate financial records.
 - Carried out reference and credit checks on new clients.

- Advised customer on contract law and property law.
- Estimated costs using working knowledge of current market trends.
- Oversaw transfer of property rights to meet strict deadlines.
- Identified potential real estate projects, collaborating with developers to outline plans. new real estate projects and new building construction in partnership with developers.
- Organised regular property maintenance checks to prevent major repairs.
- Handled tenant complaints effectively, fostering harmonious living environment.
- Maintained up-to-date knowledge of housing laws to avoid legal complications.
- Improved tenant satisfaction by addressing maintenance issues promptly.
- Prepared regular financial reports for owners' review and action-taking..
- Developed comprehensive inventory lists, reducing disputes during tenancy termination..
- Ensured fire safety regulations adherence, maintaining safe living environment..
- Assisted in marketing efforts to attract potential tenants.
- Liaised with estate agents for prompt property letting and selling.
- Coordinated repair works, resulting in minimised downtime.
- Partnered with solicitors during eviction proceedings, protecting landlord interests.
- Monitored utility bill payments to avoid unnecessary penalties..
- Streamlined administrative processes to improve productivity..
- Conducted routine inspections to maintain property standards.
- Orchestrated timely rent collection for improved cash flow.
- Facilitated smooth tenant move-ins and move-outs for seamless transitions.
- Increased efficiency with meticulous record-keeping of property expenses.
- Negotiated contracts with vendors, ensuring cost-effectiveness.
- Managed rental agreements, ensuring legal compliance.
- Promoted positive tenant relations through effective communication skills..
- Generated purchase orders for maintenance contracts, site repairs and related consumables and materials using .
- Coordinated and prepared legal documentation for leasing from to with 100% accuracy.
- Managed lease renewals for existing tenants through.
- Processed and receipted + rental payments per week.
- Greeted clients, tenants and other visitors upon arrival.
- Managed customer relationships to achieve high satisfaction rate.
- Liaised with property owners and prospective new customers.
- Identified and planned new real estate projects and new building construction in partnership with developers.
- Processed 40+ property applications per week.
- Generated purchase orders for maintenance contracts, site repairs and related consumables and materials using SAGE.
- Coordinated and prepared legal documentation for leasing from WORD to PDF with 100% accuracy.
- Managed lease renewals for existing tenants through Bucked and Unbuckled.
- Resolved + tenant enquiries per day via telephone, email and in person.
- Performed rental inspections on 7:00/14:00 or 15/22:00 basis to review state of properties.
- Processed and receipted + rental payments per week.

EDUCATION

Master of Science: Business communication and Public relationship,
10/2017 – 07/2019

Master of Science: Business communication and Public - Plovdiv
,Bulgaria - Plovdiv University - Paisas Hilendarski

Basic of communications.

Connections with community.

Connections with medias.

Basic of Sociological science.

Tools of communication politics.

Technology and technics of business communication.

Effective PR.

Organisation, organisational structures and organisational behaviour.

Advertise.

Image making.

PR and new medias.

PR strategy of product or company.

Corporative reputation.

A-Levels: CERTHE Business Scilla for workplace - London, UK , 11/2025 -
Current

A-Levels: Trinity Saint David, 2026 - UK - Trinity Saint David

Basic of communications.

Connections with community.

Connections with medias.

Basic of sociological scientist.

Tools of communication politician.

Technology and technics of business communication.

Effective PR.

Organisation, organisational structures and organisational behaviour.

Advertise.

Image making.

PR and new medias.

PR strategies of product or company.

Corporative reputation.

HOBBIES AND INTERESTS

- I like to look fantasy movies, to game chess and mahjong ,to ride horse ,to write poems, to read psychology books an for management and to listen pop music.

P. Ivanova

E130HQ;326 Grange Road

CEO Jane Atherton

Love Success Recruitment

Southwest London, London

<http://www.lovesuccess.co.uk>

Phone [020 7870 7177](tel:02078707177)

06.07.2026

Dear Mr/Mrs Jane Atherton,

I wish to apply for the role of Property Administrator, currently being advertised on indeed_. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 1 year experience in this role [2012-2013] experience in the

Property _ industry, and I believe that after one training will refresh my anilide and will follow Pashi only company aims for 2026-2030

during this time make me the right/perfect candidate for the role.

In my current role as a cleaning supervisor at Surbiton cleaning LTD, I have been responsible for Team from 5 persons I has organise them week schedules and solve communication problems.

From my manager Viara learn how to collaborate with clients and to solve balance in communication with staffs and how to make research and to follow level of business ethic communication in UK. Job teaches me of flexibility of time sheeting and of research for better suppliers and other specifics of cleaning business administration.

All of this, coupled with my enthusiasm and dedication, *I prepare my graduation from university with specialisation CERTHE Business Skills for the Workplace and thinking to enjoy my graduation to MBA management level and dream one day to have my own property agency.*

has helped with organisation of week schedules of other staffs, because have master degree of Business communication and public relationships from Bulgaria and Viara believe of my skills to do more from my basic responsibilities for her business.

I am confident that I can bring this level of success with me to your organisation and help of your company build upon their reputation as Property administrator. With my previous experience and expertise, I believe my contribution will have successful results.

Thank you for opportunity. I look forward to growing my skills and experience in my business language communication in UK and to know details and specifications of property sector job in any roles and positions and have big motivation to grow in this role.

.

Yours sincerely/Yours faithfully,

P. Ivanova

[Signature - if desired]