

Application Manager & Administrator (iWMS) - maternity cover

ROLE PURPOSE

Reporting to Instant's IT Manager, this role will lead the asset, application and data administration of Instant's integrated workplace management system (IWMS), a comprehensive application for the delivery of all our client-facing services. The application is used for asset and contract management, as well as supporting all operational activity for Instant's contracted clients. You will be required to quickly build strong expertise in the system to ensure the business can be supported and advised as necessary.

This role will be responsible for onboarding new clients, updating client data, supporting the user base, managing operational iWMS activities such as invoicing and providing accurate and insightful internal and external reporting.

KEY RESPONSIBILITIES

You will be required to work closely with several internal teams and external clients, so collaboration and communication skills are critical. This role requires a meticulous and methodical candidate with a sound analytical background. Previous experience of managing, supporting, administering and reporting from complex business applications is critical. A commercial property background and exposure to iWMS related systems would be advantageous.

- Act as the internal 'go to' champion for the system
- Responsible for administration, support and reporting of all Operations functions in iWMS (purchasing, supplier contracts, projects, FM helpdesk).
- Responsible for data administration of the system, ensuring all records (client, property, supplier and lease data) are created and cleansed in the right manner including data loading.
- Responsible for the administration and support of all system interfaces in iWMS.
- Prepare and distribute critical reports.
- Provide first line support to our clients.
- Application and data administration e.g. user administration and security, standing data set-up.
- Deliver user training/induction to both internal users and clients.
- Responsible for data administration of the system, ensuring all lease (and associated) records are created and cleansed in the right manner. Liaise effectively with clients and internal departments to ensure all data is accurate, escalating where necessary.
- Liaise with Accounts and Finance throughout the term of each property to ensure accurate information in both iWMS and Great Plains for rent, rates and service charges and relevant paperwork has been uploaded.
- Involved in projects and developments run by the IT and Operations team.
- Responsible for configuration changes in the system, UAT and Smoke testing.
- Design, drive and implement new administrative processes to better serve the business and increase efficiency.
- Working with Legal, Finance, Accounts and Operations to ensure all lease and lease-related matters are documented and managed effectively (including recorded commercially) including rates rebates, dilapidations, extensions, new agreements, breaks, termination, service charge audits.
- Advising, reporting and escalating potential upcoming estate management events, reporting breaks and expiries, rent reviews.
- Manage break and expiry dates through to completion – ensuring timely actions undertaken by various teams across the business. Escalate concerns to the appropriate member(s) of the management team.
- Line Management of an iWMS lease & data administrator

BACKGROUND AND EXPERIENCE

Job Description
[Application Manager & Administrator (iWMS)]

- Systems / Application Management – Experience of managing, supporting, administering and reporting from complex business applications is critical
- MS SQL & Power BI knowledge desirable
- Some experience of the property, FM or business processes.

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Administering and supporting complex business applications
- Basic knowledge of commercial or industrial real estate industry and concepts.
- Ideally have experience with contract or lease management tools, applications, or systems.
- Demonstrated experience in problem solving and conflict resolution.
- Proficient computer skills and good working knowledge of relevant software such as MS Office Suite.
- Strong Excel skills.
- Impeccable attention to detail and accuracy.
- Strong communicator
- Calm but positive and responsive under pressure.
- Self-motivated to achieve targets, including ability to work on their own.
- Has and can apply initiative.
- Highly detailed and organised.
- Enthusiastic outlook – a desire to bring appropriate innovation to the table.

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

- Accurate reporting and data
- Positive feedback from internal & external customers
- Successful and timely delivery of customer onboarding for new clients
- Effective management of outstanding incidents and work requests

Key stakeholders

- Liaison with all levels within the business including COO, CTO, MDs
- IT Manager
- Liaison with existing and new clients
- Internal Instant user base and external supplier base

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Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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