

Administrator, Business Rates – JUNE 2025

Job Title	Administrator, Business Rates
Location	Remote - can work at any of our office locations if you want
Remuneration Guide	Salary £24,000 - £27,000 per annum <i>(will vary dependent on experience)</i>
Summary of Role	<p>This role's main function is to provide comprehensive support to the Business Rates Team. To ensure that our operating database (Rating Riverlake) is kept up to date at all times in order to keep track of clients appeals and ensure Challenge / Appeal submission dates are not missed. The role involves regularly monitoring the Government Gateway and Appeals inbox, forwarding decisions and correspondence to surveyors in a timely and efficient manner.</p> <p>This role will also work closely with our Manchester Marketing Team to support new business appointments, ensuring client files are set up correctly and relevant lease information is entered into Riverlake following summary completion.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Maintain Rating Riverlake, ensuring all data is accurate and up to date • Monitor the Government Gateway and update Riverlake with any decisions or notice dates • Monitor the Appeals inbox and promptly forward any VOA emails or notices to the relevant surveyors • Assist surveyors in chasing local councils for client refunds • Prepare client invoices and update the sales daybook accordingly • Send Client Feedback Requests once payments have been received • Prepare Pending Files prior to new appointments (to include Credit & Conflict Checks, DAR, Valuations, Inspection sheets, etc.) • Upon instruction, set up new client files on SharePoint and Riverlake • Run weekly 'Realise' update on Riverlake and circulate report to the surveyors • Generate Friday Riverlake reports and complete the financials spreadsheet.
Qualifications / Experience Knowledge	<ul style="list-style-type: none"> • Experience working within an administrative or support role, ideally within a professional services or property-related environment • Proven ability to manage and prioritise workloads effectively while working in a team • Methodical and organised, with strong attention to detail to ensure systems are consistently updated and documentation is accurately filed • Able to work under pressure and manage multiple tasks simultaneously • Strong interpersonal and communication skills, with the ability to liaise confidently with both internal stakeholders and clients • Familiarity with Microsoft Office (particularly Excel and Outlook); experience with systems like Riverlake or SharePoint is advantageous.

If you are interested in applying for this role, please send your CV and a cover letter to HR@argroup.co.uk.
NO AGENCIES – we got this one!