

LETTINGS SPECIALIST

(Trainee, Junior or Senior levels)

REPORTING TO:

Director

NO. OF DIRECT REPORTS:

None

MOBILITY:

Office based but travelling to and from appointments for a large part of the day.

A Company pool car and fuel will be provided.

LOCATION:

Meriden

DRIVING LICENCE:

Full, clean driving licence is essential

HOURS:

9am to 5.30pm Monday to Friday with Saturday 9am to 3pm working also.

KEY RESPONSIBILITIES

- Assisting in developing new business, presenting the Company's products and services and providing guidance to new landlords and following up enquiries.
- Assisting with the rental valuation of, or conducting rental valuations for new rental properties, depending on experience in the role, and developing and executing marketing strategies with the landlord to attract the best suitably referenced and credit-checked, high quality tenants quickly.
- Arranging viewings with prospective tenants, confirming appointments, attending viewings and giving regular updates and feedback to the landlord.
- Agreeing price reductions where a review has been carried out, subject to agreement.
- Agreeing lets with the landlords for suitable prospective tenants who have applied, in line with Company Standards.
- Arranging Client Service Visits for existing tenants, confirming and attending appointments and reporting to landlords on a three- or six-monthly basis.
- Agreeing renewals of tenancies with existing landlords and discussing and implementing rent increases.
- Arranging Move In appointments, signing tenancy agreements, taking meter readings, conducting video inventories and ensuring a smooth tenancy start.
- Arranging Move Out appointments, taking final meter readings and ensuring that an exit inspection has been carried out. Liaising with any deposit disputes.
- Assisting with production of Key Performance Indicators (KPIs) on a weekly basis and also Month End reports.
- Any other reasonable requests in supporting other team members and the smooth and efficient running of the business.

PERSONAL QUALITIES

- Good communication skills needed to liaise with a variety of people including landlords, tenants and contractors.
- Effective in working alone to complete tasks or providing team support when needed. Able to take the lead role within teams or participate and contribute as required.
- Able to effectively manage workload in order to deal with conflicting requests from clients and changing priorities.
- Able to prioritise and regularly review processes until completion.
- Good planning skills to ensure that realistic deadlines are agreed and met.
- Keen to learn new tasks and to look for ways of improving existing internal procedures. Ability to speak up and engage in positive discussion about procedures without being asked. Ability to share ideas in a positive way.
- Flexible approach in dealing with ad-hoc projects according to the needs of the business.
- Accuracy in communication and in following-up tasks. Strong desire to get things right, check and examine detail so as to provide a high level of client focus.
- Ability to manage appointments effectively – arranging, confirming and attending appointments and ensuring sufficient time to get to the next appointment without issues.
- Good route planning and knowledge of local areas. Confident and safe driving skills.

PROFESSIONAL QUALIFICATIONS/EXPERIENCE

- Minimum of six months lettings experience is essential. The ideal candidate will have up to two years recent lettings experience and be familiar with recent changes in legislation and compliance.
- Good keyboard skills and knowledge of Word and Excel. Experience of using databases and internet-based applications.
- A formal lettings qualification is desirable although not essential. Full training and coaching will be provided as well as an opportunity to study for professional qualifications.
- Good level of written communication in writing to landlords, tenants and contractors.