

JOB DESCRIPTION

JOB TITLE: Lettings Negotiator

DIVISION: Residential

REPORTS TO: Head of Lettings

MAIN OBJECTIVE: The objective is to let multiple properties and meet targets set both individually and for the branch. To register and manage a list of applicants ensuring they are regularly contacted and offered new properties. To produce lettings paperwork and ensure that the tenancies are compliant and let in accordance with our Residential letting SOPs. To network for new instructions and contribute in managing our existing Client base to obtain instructions. Assist in growing and developing the branch including Business Plan objectives; to be aware of and generate opportunities for other offices and departments.

MAIN TASKS:

- Register applicants on our software package (REAPIT)
- Maintain regular contact with your applicants and ensure they are offered suitable properties
- Set up viewings and accompany applicants on multiple viewings
- Source properties from other agents (where possible)
- Network, search for and develop new business opportunities
- Ensure the SOPs for Residential Lettings are adhered too
- Operate in accordance to current Legislation
- Provide information, advice and feedback to potential and existing landlords and tenants
- Complete the take-on process for successful appraisals
- Liaise with clients throughout the marketing and letting process providing regular feedback
- Follow up viewings and provide feedback to our Landlords
- Deal with and negotiate offers when received
- Produce lettings paperwork
- Ensure cleared funds, references completed, signed contracts and correct compliance are in place prior to move-in
- Professionally greet and deal with the general public in the office and assist with general enquiries
- Cover for other members of staff as required particularly during holiday periods
- Attend regular office meetings

This job description is not exhaustive and the jobholder may be required to undertake additional duties from time to time to ensure the smooth running of the department.

PERSON SPECIFICATION

Essential Skills, Knowledge & Qualifications

- Strong customer/client service skills
- Excellent written and verbal communication skills
- Strong negotiation skills
- Strong administrative and organisational skills
- Strong MS Office skills
- A strong team player with good interpersonal skills
- Numerate
- Clean Driving Licence

Desirable Skills, Knowledge & Qualifications

- Willingness to tackle a variety of tasks with common sense and enthusiasm
- Comfortable working in a fast paced environment where flexibility is essential
- A desire to broaden knowledge and experience

Competencies:

- Target driven
- Initiative
- Team working

Our Values:

- Approachable – We treat every relationship with respect, integrity and warmth
- Effective – We do what we say we will, we do it well and we're accountable
- Ambitious – We are ambitious for our clients and for our firm