



## JOB DESCRIPTION

**JOB TITLE:****SENIOR LETTINGS NEGOTIATOR****REPORTING TO:****LETTINGS MANAGER****OBJECTIVE:**

**To effectively and efficiently service and administer lettings' clients and tenants.  
To assist with the day to day running of the Lettings Department.**

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## MAIN DUTIES

1. Develop daily business opportunities
2. Research, develop and compile valuations as required for new, current and potential clients and partner organisations.
3. Preparation of lettings particulars, in conjunction with the Valuer, checking of background details and emailing relevant applicants when required
4. Responsibility for alterations and amendments to particulars and advertising.
5. Responsibility for dealing with incoming calls to the Department.
6. Management of rental viewings, screening and maintaining the Lettings Coordinator's diary.
7. Management of tenant applications.
8. Preparation of legal and financial documentation.
9. Overseeing of properties, including inspections visits and Landlord Gas Safety Certificates when required
10. Landlord and Tenant liaison as necessary.
11. File maintenance within software systems and property files
12. Maintaining and updating applicant register on software systems as necessary
13. Report maintenance issues to Landlords and instruct contractors when required
14. Manage Pre-Tenancy Inspections to ensure all legal requirements are met prior to tenancy commencing
15. Keep up to date and liaise with Lettings Manager on new and changing Lettings Legislation
16. Complete Right to Rent checks
17. Attend Check out inspections and prepare relevant paperwork with photographic evidence
18. Liaise with accounts department as necessary
19. Strive to meet set targets within the department
20. Preparation of inventories and management of inventory photographs when required
21. Overseeing collection and maintaining up to date records on contractors including liability insurances and compliance procedures
22. Monitor actions raised at weekly and monthly meetings.
23. General word-processing/secretarial duties ensuring accuracy and quality are maintained and deadlines met.

24. Maintain effective systems and procedures and ensure continuity of quality, presentation and style.
25. Deputise for colleagues within the department as necessary.
26. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities.
27. Carry out research as required.
28. Liaise with and support other offices as necessary in all aspects of lettings function.
29. Co-ordinate with new Landlords to ensure they are kept updated with the progress of their property, including sending terms and conditions, monitor return to ensure received prior to letting taking place.
30. General filing, administration duties, collating/compiling of documents and photocopying as necessary.

## **SENIOR DUTIES**

1. Maximise daily business opportunities
2. Assist the Letting Manager with the preparation of weekly and monthly management report for the Rentals Department
3. Responsibility for handling negotiations with Landlords in relation to Check Out reports and recommendations and arbitration disputes.
4. Negotiate with current Landlords in respect of fee reviews, rent reviews as required.
5. Negotiate with new Landlords in respect of rent reductions and property enhancements as required.
6. Advise and support Lettings Negotiators on application approvals as appropriate.
7. Advise or assist Lettings Negotiators on any legal or technical issues as appropriate.
8. Support the Lettings Manager as required.

## **GENERAL DUTIES**

1. Operate within the Company's policies, procedures and systems.
2. Plan to optimise the achievement of results by showing concern for excellence.
3. Project a positive image of oneself and the Company to others.
4. Attend and contribute to meetings as necessary.
5. Ensure and maintain a strong customer service focus.
6. Liaise with external agencies (including clients, suppliers etc.) as necessary.
7. Recommend, monitor and control the use of resources.
8. Actively participate in continued personal training and development activities to meet Company requirements.
9. Assist in other departments/areas of the business as and when required.

**Signed:**.....

**Print:**.....

**Date:**.....