



## JOB DESCRIPTION

**JOB TITLE:****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. Responsibility for dealing with incoming calls to the Department.
3. Management of rental viewings, screening and maintaining the diary.
4. Management of tenant applications.
5. Preparation of legal and financial documentation.
6. Landlord and Tenant liaison as necessary.
7. File maintenance within software systems and property files
8. Maintaining and updating applicant register on software systems as necessary
9. Report maintenance issues to Landlords and instruct contractors when required
10. Manage Pre-Tenancy Inspections to ensure all legal requirements are met prior to tenancy commencing
11. Keep up to date and liaise with Lettings Manager on new and changing Lettings Legislation
12. Complete Right to Rent checks
13. Attend Check out inspections and prepare relevant paperwork with photographic evidence
14. Liaise with accounts department as necessary
15. Overseeing of properties, including inspections visits, Landlord Gas Safety Certificates and Electrical Safety Certificates when required
16. Preparation of inventories and management of inventory photographs when required
17. Overseeing collection and maintaining up to date records on contractors including liability insurances and compliance procedures
18. Strive to meet set targets within the department
19. Monitor actions raised at weekly and monthly meetings.
20. Maximise daily business opportunities
21. General word-processing/secretarial duties ensuring accuracy and quality are maintained and deadlines met.
22. Maintain effective systems and procedures and ensure continuity of quality, presentation and style.
23. Deputise for colleagues within the department as necessary.
24. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities.
25. Carry out research as required.



# MONKS

- 26. Liaise with and support other offices as necessary in all aspects of lettings function.
- 27. 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.
- 28. General filing, administration duties, collating/compiling of documents and photocopying as necessary.

## 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:**.....