

JOB DESCRIPTION

JOB TITLE:
**RESIDENTIAL LETTINGS & SALES
NEGOTIATOR**
REPORTING TO:
LETTINGS MANAGER
OBJECTIVE:

To effectively and efficiently service property owners (landlords or sellers) and prospective tenants or buyers and facilitate successful property rentals or sales.

MAIN DUTIES

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

23. Maintain effective systems and procedures and ensure continuity of quality, presentation and style.
24. Deputise for colleagues within the department as necessary.
25. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities.
26. Carry out research as required.
27. Liaise with and support other offices as necessary in all aspects of lettings function.
28. Co-ordinate with new Clients 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.
29. Collation of property photographs, creation of window cards and printing of in-house details when required
30. Follow current Anti Money Laundering Regulations Policies and Procedures
31. Advise potential buyers / tenants with suitable properties.
32. Management of key cupboard and release of property keys
33. Ensure the achievement of targets in line with the budget.
34. Ensure referral targets are met on a monthly basis
35. Work in accordance with the Company Values

Lettings and Sales Negotiation

1. Maintain viewing diary, arranging viewings and collating feedback for the client.
2. Responsible for dealing with the receipt of offers, checking validity, collection of information for preparation of Notification of Sales or Application reports to landlords
3. Responsible for agreeing sale between vendor and potential buyer
5. Responsible for collating feedback from viewings and inform clients of feedback
6. Responsible for completion of the Contracts Exchanged Checklists
7. Responsible for managing the Sales Pipeline and keep accurate records
8. Maintaining regular client contact
9. Collate information and preparation of weekly reports when required
10. Advise clients on types of contracts, fees, marketing strategy and market situation when 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:.....