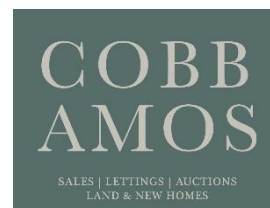


Lettings Negotiator

Hereford Office

Reporting & Accountable to Lettings Manager



Overview

To register Landlords and applicants, you will carry out property viewings, book market appraisals and liaise with the maintenance department on returning instructions.

Responsibilities

- Enter new applicants onto the database
- Enter new Landlords onto the database
- Enter new properties onto the database
- Keep the database up to date with applicant requirements
- Ensure the window cards are kept up to date
- Answer telephone, email and portal enquiries
- Provide landlord feedback after viewings
- Prepare and update marketing material for new and returning instructions
- Book market appraisals
- Assist with comparable evidence for market appraisals
- Assist with floorplans
- Carry out comprehensive referencing
- Carry out compliance checks on tenants and landlords
- Match out available properties
- Prepare relevant administration prior to commencement of the tenancy
- Negotiate rental figures with tenants
- Price reduction management with landlords
- General administration duties such as filing
- Work closely with the sales department on valuations
- Take an active part in team discussions and be forward thinking
- Assist with inventories, inspections and checkouts when required
- Assist Property Maintenance Co-ordinators with rent reviews
- Ensure properties are compliant at all times
- Assist with preparation of social media posts

Personal Characteristics

<i>Characteristic</i>	<i>Importance</i>
1 year administration experience	<i>Preferable</i>
Desire to engage effectively with clients	<i>Essential</i>
Able to work efficiently alone or as part of a team	<i>Essential</i>
Strong communication skills, both oral and written	<i>Essential</i>
Organised and able to prioritise workload effectively	<i>Essential</i>
Good interpersonal skills and tenacity in making high call volumes	<i>Essential</i>
Strong character that is able to handle & deal with difficult situations	<i>Essential</i>
Passionate about doing a brilliant job and delivering a gold standard service	<i>Essential</i>
Sales skills/ability to ask probing questions and be able to close	<i>Essential</i>

Computer literate on CRM entry and mindful of data & GDPR	<i>Essential</i>
Displays tenacity and determination to succeed	<i>Essential</i>
Able to think on their feet in changing situations	<i>Essential</i>
Capable of recording and taking responsibility for figures	<i>Essential</i>
Maths and English grade 4 or above (Grade C)	<i>Essential</i>

Additional Notes:

Current full clean UK driving license and insurance covering business use is required.
Will be required to obtain a Rent Smart Wales license.