

Job Title:	Lettings Negotiator
Business:	The Property Hive Estate Agents
Department/Team:	Property Lettings
Reports to:	Office Managers
Location:	Bessacarr, Doncaster
Salary Range:	£16,500 - £20,000

Job Purpose: *(short summary of what the job is responsible for)*

The job holder is expected to contribute substantially to the success of the business through the delivery of outstanding service for our tenants and landlords. The candidate will work closely with our portfolio of rental properties to ensure that needs of tenants, landlords and their properties are all taken care of.

Main responsibilities:

The candidate will be responsible for the successful management of the portfolio of properties which includes the following:

- Drafting marketing materials for properties available to rent
- Canvass potential tenants to generate interest in properties available for let
- Carry out reference checks on prospective tenants
- Compile inventories on properties
- Check tenants in to properties
- Chase up outstanding rental payments
- Generate regular financial statements for landlords and their properties
- Record maintenance requests and arrange repairs with tradespersons
- Conduct periodic property inspections
- Draft tenancy agreements
- Schedule regular maintenance and inspections with tradespeople
- Manage customer enquiries via the Telephone, Email or face-to-face
- Securing appointments for property valuations and property viewings
- Conducting property viewings
- Undertake negotiations for the renting of properties
- Build and maintain a detailed knowledge of the property regulations and legislation
- Proactively seek out opportunities to improve your own performance and skills
- Own and deliver a personal development plan
- Safeguard The Property Hive quality assurance standards
- Manage and organise their own tasks and activities
- Follow-up on appointments and obtain feedback for landlords

Dimensions:

Full-time hours Monday – Friday 0900-1730 and alternative Saturdays 0900-1600 (day off in the week)

when working a Saturday). Flexibility required on occasions.

Key Skill Requirements: *(knowledge, skills, experience & qualifications)*

Essential

- Experience of working within a customer facing environment and caring for customers needs
- An excellent telephone manor
- Ability to effectively deal with and resolve confrontational situations
- Demonstrate a track record of working with, and achieving targets
- A confident communicator with an outgoing personality
- Excellent inter-personal skills, to include:
 - Strong written and verbal communication
 - Ability to empathise with the circumstances others
 - Respect the diversity of others and adapt behaviours to suit the situation
- Able to establish, maintain and develop effective relationships with customers and colleagues
- Good financial awareness
- Be computer literate and proficient using Microsoft Office software including Word, Excel, Outlook and Internet Explorer.
- Well-developed influencing & negotiation skills
- Holds a UK Driving License and has access to their own transport
- Has knowledge of the local area
- Is able to manage and organise their own time effectively
- Can work independently with minimal guidance

Desirable

- Experience of Legal, Financial Services, Estate Agency or Property Management sectors
- Has had personal experience of moving home
- Lives in the local area

Personal Attributes/Behaviours:

The successful candidate will be an **energetic**, outgoing and confident individual whom naturally builds strong relationships with others. He/She presents themselves well and will imprint a positive impression when meeting people. Integrity and honesty will be their core values, whilst also being fastidious in nature.

In addition to the above, the role will require the candidate to demonstrate the following behaviours:

Behaviour	Favourable Indicators
Customer Orientation	Fully understands the different needs and perspectives of the customer Puts customer needs first and uses this to drive decisions Actively keeps abreast of customer activity to build understanding
Drive for Excellent Performance	Is passionate about achieving results for the business Takes full responsibility for own tasks and results Concentrates on key priorities and addresses urgent issues quickly Sets and delivers ambitious objectives
Teamwork	Co-operates with others (individuals, teams, departments) to help them achieve goals Looks beyond own team to identify common activities and synergies and to share ideas Willingly shares information which could benefit the business and others