

Job Description

Job Title:	Part Time Lettings Negotiator	Job Category:	LETNEG
Department/Group:	Residential Lettings and Management	Grade:	
Location:	Amersham	Travel Required:	Yes (with full UK Driver's Licence)
Level/Salary Range:	Competitive Benefits Package DOE	Position Type:	Permanent Part-time
HR Contact:	Simone Binks	Date posted:	11 May 2022
Applications Accepted By:			
E-mail: careers@binksweb.com Subject Line: Recruitment – Lettings Negotiator - Amersham		Mail: Binks Estate Agents Wyatts House Rickmansworth Road Chorleywood Herts	
The Company			
<p>Binks (Sales & Lettings) Limited is a multi-award-winning Company dealing with the Sales, Lettings & Management of residential homes. The Company has been responsible for unparalleled success dealing with high-quality homes in the Buckinghamshire, Hertfordshire and Middlesex areas.</p>			
The Role			
<p>There is currently a part-time vacancy in our busy Amersham Office for a Lettings and Management Negotiator to join our long-established and successful team. Working in unison with the Directors and the Lettings Manager in the Amersham Office, and in conjunction with the Chorleywood Office, the successful candidate will be supporting the process of the acquisition of instructions and the subsequent letting and management of properties.</p>			
The Key Responsibilities			
<p>Responsibilities will include viewings and negotiating, management inspections and taking customer-facing and telephone enquiries. The candidate should have strong interpersonal skills and be able to cope in a pressurised environment. Good communication skills are required when dealing with day-to-day enquiries from applicants, tenants and client landlords. The candidate should have good computer skills including the ability to handle the Company's management package. The key features of the job are to:</p> <ul style="list-style-type: none"> • Keep up to date with trends in the local residential property market. • Ensure meet and greet procedure followed as per Company Polices. • Be a point of contact for ongoing client care. • Liaise with customers and clients in a professional, polite and respectful manner. • Effectively market and promote properties for Lettings and Sales. • Handle daily enquiries both via calls and visits. • Carry out viewings with prospective tenants. • Have a good understanding of the lettings offer process and be confident in putting offers to clients. • Maintain records on the computer systems keeping in touch with applicants and archiving where necessary. • Maintain accurate marketing brochures, price lists, specification lists and displays, monitoring and printing as necessary. • Assist in the checking and preparing of properties for new tenancies. 			

- Arrange the Inventory/Check Ins of new properties with the Inventory Clerk and arrange Check Outs.
- Preparing management information forms and transfer all information onto our computer systems.
- Preparing welcome packs for the tenant including copies of manuals.
- Oversee any snagging issues at the beginning of the tenancy.
- Deal with day-to-day property maintenance issues and queries.
- Manage planned maintenance through appropriate communication.
- Obtain competitive quotations for clients through our long-standing suppliers.
- Organise renewal of safety certification and remedial works during the tenancy as required.
- Carry out mid-term property visits in line with our terms of business.
- Prepare mid-term reports to send to the landlord and feedback to the tenant if a breach has been noted.
- Manage end of tenancy matters with Senior Management, including the return of deposits.
- Always follow Health and Safety procedures.
- Deal with Tenancy Agreements and renewal paperwork.

The successful candidate will be expected to:

- Comply with all current legislation affecting the business.
- Be a good team worker – working and supporting our Head Office branch in Chorleywood, as required.
- Ensure all management systems are kept up to date and maintained.
- Ensure that only approved and suitable contractors are instructed.
- Raise work-orders for all works for managed properties.
- Follow up with tenants and contractors on the works orders.
- See all works through to completion and within a timely manner.
- Manage outstanding works orders so they are kept to a minimum.
- Respond to incoming emails.
- Answer the phone.
- Ensure all appointments are added to our computer systems and Outlook.
- Provide excellent customer service at all time.

Working hours will be Thursday and Friday 9.00 am to 6.00 pm and Saturday 9.00 am – 4.00 pm.

In addition to the tasks described above, the job holder may be required to carry out other duties as may reasonably be required from time to time.

Skills, Knowledge, Attributes and Experience

- Ideally have experience in Estate Agency
- Have good IT skills, including Excel, Power Point, Word, etc.
- Have a flexible approach to work.
- Have an ability to multi-task and prioritise effectively.
- Be adaptable and be a good team player.
- To have a strong work and service ethic.
- Have excellent written and communication skills.
- The ability to work effectively in a busy environment as part of a team.
- Have strong organisational skills.
- Have meticulous attention to detail.
- Happy to take the initiative, responsibility and ownership.
- Confidence in dealing with clients.
- Have an excellent telephone manner.
- Have the desire to exceed clients' and customers' expectations.
- Have a 'can do' attitude and adopt a proactive approach.

- Ability to work as part of a successful team and deliver success through business objectives/targets.
- Full Driving Licence.
- Strong time-management skills.
- At all times, represent the brand image and support the core values/attributes of the organisation.

Qualifications and Education Requirements

The ideal candidate will have some experience in a Residential Lettings or Management role. Excellent communication, both verbal and written skills are essential for this role as there will be an expectation to build strong working relationships with clients and other departments. The ideal candidate will be a driven, enthusiastic, quick thinker who copes well under pressure. Experience in Estate Agency in another role, namely Sales, would also be considered.

Reviewed By:	Simone Binks	Date:	10 May 2022
Created By:	Miles O'Neill		10 May 2022