



**Lettings Department - Job Description
As referred to in Clause 2 of the Contract**

Job title:	Lettings Administrator
Responsible to:	Lettings Manager
Place of work:	Office based but you will be required to visit sites in and around Cambridge
Objective:	Responsible for helping Landlords let their properties and finding Tenants new homes to rent. You will provide exceptional customer service whilst managing a fast-moving process from start to finish
Experience:	Previous experience of working in the property industry/similar role desirable

Main Duties & Responsibilities

- Responding to Rightmove enquiries
- Acting as first port of call for Lettings enquiries (telephone calls)
- Diary management (e.g. confirming with viewers, confirming with tenants)
- To Let / Let By Board management
- Getting keys cut (ready for move in's)
- Meet and liaise with prospective clients, conducting viewings and providing guidance of the Lettings process
- Assist with the effective marketing and promotion of new properties to let
- Prepare and progress letting particulars; assist with the application process, sign up new tenants and prepare tenancy agreement contracts (negotiate as appropriate with new tenants)
- Facilitate the process of let, through to move in
- Represent the Landlord in negotiations with prospective tenants
- Obtain feedback from viewers
- Provide regular feedback to applicants and Landlords accordingly
- Assist with the management and maintenance of the client database to ensure it is kept up to date and accurate
- Assist with Lettings administration as required
- Be proactive and demonstrate skills to undertake new business as well as retaining current business
- Establish and maintain client relationships

Redmayne Arnold & Harris reserve the right to make changes or update this job description at any time. Changes will be introduced following discussions with the post holder.

Last updated: September 2017