



Job Description

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| Job title: | Lettings Negotiator |
| Responsible to: | Lettings Manager |
| Place of work: | Office based, 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, achieving the best end result for all parties concerned. |
| Experience: | Previous experience of working in the property industry/similar role |

Main Duties & Responsibilities

- Meet and liaise with prospective clients, conducting viewings and providing guidance of the Lettings process, including advice on potential rental values of their property/properties
- Ensure effective marketing and promotion of new properties to let
- Ensure that all properties are compliant with current Health & Safety legislations (i.e. gas/safety checks etc.)
- Prepare and progress letting particulars; manage 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
- Oversee the reference and credit checks for new and prospective tenants
- Represent the Landlord in negotiations with prospective tenants
- 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 business generation
- 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.



Person Specification

| | Essential | Desirable |
|---------------------------|---|--|
| Qualifications/education | <ul style="list-style-type: none"> • Educated to A level standard | <ul style="list-style-type: none"> • Educated to degree standard • Member of ARLA/NAEA |
| Skills/knowledge/training | <ul style="list-style-type: none"> • Excellent people and client facing skills • Excellent communication skills (written & spoken) • Excellent time management skills and attention to detail • Proactive approach to lettings • Strong administrative skills (accurate record keeping) and pc literate • Ability to effectively plan ahead & prioritise workload to meet deadlines • Good negotiation skills • Full UK driving license | |
| Experience | <ul style="list-style-type: none"> • Experience of working in the property industry • Excellent knowledge and understanding of Landlord and Tenant legislation | |
| Personal attributes | <ul style="list-style-type: none"> • Confident, friendly, approachable • Positive proactive approach and flexible approach to working hours • Discreet and tactful • Able to stay calm under pressure • Self-motivated and willing to learn new skills & undertake further training • Smart & tidy appearance • Ability to work autonomously and as part of a team | |

Last updated: October 2015