

Lettings Negotiator

Folio London – Commerical Services

Overview	
Role Purpose	Responsible for letting Folio London's properties whilst delivering an excellent service on budget and in line with voids and lettings targets.
Responsible for	<ul style="list-style-type: none"> Managing enquiries to let properties within targets and in line with KPI's Carrying out viewings Negotiating terms and conditions of new lets Rent setting Implementing letting strategies Compliance – legislative, industry and H&S Front line customer service
Reports to	Lettings Manager
Line management	<ul style="list-style-type: none"> None
Date	November 18

Role relationships	
Internal	Group Director of Commercial Services Commercial Services Directorate Folio London team Development, Finance
External	Customers Contractors and suppliers Auditors

Role accountabilities
<ul style="list-style-type: none"> Manage incoming enquiries via phone, email and property portals and let properties to achieve excellent results in line with our key performance indicators. Work with the Marketing team to assess the advertising to ensure the content is relevant, correct and positively portrays properties to let. Ensure all homes and developments are effectively managed and optimum letting periods are achieved. Maintain, manage and update all processes, procedures and audit requirements. Deliver a first class lettings service to customers and deliver improved resident satisfaction results. Carry out robust tenant referencing and be responsible for issuing tenancy agreements.

Role accountabilities

- Ensure move in monies are handled efficiently and effectively so as not to affect income collection or rent arrears targets.
- Work closely with the Renewals team to ensure deposits have been correctly lodged with the DPS.
- Build good relationships with contractors, including sourcing new contractors, and other stakeholders and ensure that Folio London fulfils its client role.
- Ensure rents are set in line with the market and that Folio meets its legal and regulatory requirements.
- You will conduct research and gather market intelligence in relation to legislation changes and updates.
- Adhere to the budget and seek ways of improving cost effectiveness whilst delivering ways of increasing rental income.
- Provide quality responses to complaints in line with the complaints procedure.
- Provide tenants with a thorough induction to the Folio London service as well as their new property and outline what they can expect throughout their tenancy.
- Work closely with the Marketing team to develop case studies and promote positive feedback.
- Promote the Folio brand internally and externally and increase exposure.
- Ensure all legal and contractual requirements are met.
- Understand the building warrantee (i.e. NHBC) and be aware of the defects reporting process for each new scheme.
- Use your personal safety device at all times.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do • Monitor and analyse customer data and take appropriate action to ensure compliance with standards • Scan best practice to develop strategies to improve customer satisfaction • Maintain sector and specialist knowledge and awareness of best practice to drive excellence
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Highlight when strategic goals and objectives are at risk and provide options to reduce the risk • Identify creative solutions to complex problems and present carefully considered and appraised options • Tackle difficult situations with skill and generate appropriate solutions to complex problems for yourself, and others • Anticipate risks and forecast future performance and take remedial action as required
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. • Actively seeks feedback from customers to improve services • Develop a culture of continuous improvement in customer service to achieve excellence
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Appropriately consider the needs and concerns of others
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Good understanding and experience of working in the private rented sector (particularly lettings) • Recent experience of working in a sales and customer service environment

Role profile

	<ul style="list-style-type: none"> • Good understanding of the relevant legislation, statutory and regulatory requirements related to the private rented sector • A good understanding of the private rented tenure and the processes related to letting and managing privately rented property • Experience of analysing processes and services in order to improve customer satisfaction and increase revenue • Experience of managing or being involved in projects to deliver successful outcomes
Skills	<ul style="list-style-type: none"> • Effective IT skills including intermediate to advanced MS Office skills • Excellent verbal and writing skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> • ARLA/NAEA/IRPM or similar (desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • Information and data administrator