

Office Coordinator

Job Title: Office Coordinator (Sales & Lettings)

Department / Function: Sales & Lettings

Reports To: Branch Manager

Direct Reports: None

Location: Office-based

Job Level: Entry / Operational

Job Purpose

To provide high-quality administrative, coordination, and customer support to ensure the smooth, compliant, and efficient day to day operation of a single office/Department.

Key Accountabilities

Administrative & Operational Support

- Manage daily administrative tasks including documentation, data entry, correspondence, and CRM updates.
- Ensure property listings, marketing materials, and records are accurate and up to date.
- Coordinate office supplies, facilities needs, and general office organisation.

Customer Service

- Reception - Act as a first point of contact for clients, customers, contractors and walk ins, delivering professional and responsive service.
- Support sales and lettings teams with appointment coordination, paperwork, and follow-ups.

Sales & Lettings Support

- Assist with property listings, brochure preparation, and marketing uploads.
- Support the progression of sales and lettings transactions through accurate administration.

Compliance

- Ensure all documentation and processes meet company policies and regulatory requirements.
- Maintain orderly and auditable records at all times.

Key Performance Indicators (KPIs)

- Accuracy and timeliness of documentation and CRM updates.

- Customer satisfaction and responsiveness.
- Compliance with company and regulatory standards.
- Operational efficiency of the office.
- The office/department Financial Budget is achieved (although not directly your responsibility you are a contributing factor)

Knowledge, Skills & Experience

Essential

- Strong organisational and administrative skills.
- Good attention to detail and accuracy.
- Confident communicator with a customer-focused approach.
- Ability to manage multiple tasks in a fast paced environment.

Desirable

- Previous experience in a lettings/Sales or property-related role.
- Good knowledge of the local property market.
- ARLA/Propertymark qualification or willingness to work towards it.
- Experience using property management/CRM systems.

Behavioural Competencies

- Team Player
- Reliable and dependable
- Professional and customer focused
- Aligned to company values

Summary of Progression

Level	Focus	Scope	Example of Added Value
Office Coordinator	Admin & client support	One office	Keeps operations running smoothly
Senior Office Coordinator	Leadership & process improvement	One large office	Improves efficiency & mentors team



Level	Focus	Scope	Example of Added Value
Associate	Consistency / Coach / Mentor	One/Two large office	Standardises operations
Regional Coordinator	Strategic oversight & leadership	Full region	Drives performance, compliance & innovation