# Lettings Services Administrator

## The Position

**Reporting to:** Lettings Services Team Leader

**Main Purpose of Job:** To participate in the delivery of high-quality administration within the Lettings Services team

## Purpose of Job

To carry out administrative tasks associated with the management of tenanted properties. The job holder will be passionate about service delivery and the role will involve extensive customer interactions working to continually evolve and improve our service in line with our customers' expectations.

Core tasks will include the following:

- Maintain an accurate database through the input and update of data on a timely basis and to carry out periodic data validation tests
- Customer contact - clients, tenants, leaseholders, agents and contractors
- Management of the referencing process
- Preparation of tenancy documentation
- Instruction and management of maintenance
- Rent reviews and notices
- Statutory compliance
- Deposit administration in line with current legislation
- Other ad hoc duties associated with tenancy management

## Key Accountabilities

### Attributes

- Trust – We are open and honest
- Respect – We seek an inclusive environment which promotes empathy and care for each other
- Integrity – We have strong and moral principles. We do as we say
- Innovation – We welcome change as a way to nurture a growth mindset
- Delivery – We work together to deliver the most effective solution in a timely manner

## Communication

- Ensure all customer and client communication, whatever the form, is responded to in a timely fashion and in accordance with the company's customer service standards;
- To provide appropriate form of communication, at each interaction, depending on customer preferences and the matter at hand;
- To actively communicate with colleagues internally, across all departments, to provide a joined up group-wide customer experience.

## Customer Experience

- To take individual ownership of the development of an exemplary customer service culture across the portfolio, considering each interaction from the customer's perspective.
- Take ownership of the customer experience through visible and accessible property management services with personal intervention.
- Build relationships with customers in order to manage expectations and where possible shape the services around the customer requirements.
- Seek to continually improve the customer service delivery and ratings thereof, reviewing, responding to, and learning lessons from feedback surveys, implementing change where possible & appropriate.

## Our People

- Maximise training and development opportunities, to keep abreast of recent landlord and tenant legislation, safety regulations and the latest management practices engaging fully with development opportunities in order to reach potential and achieve career development.
- Support colleagues in specific areas of expertise to share best practice and support overall team development and knowledge.
- Adopt a flexible approach in the team so as to take on other such other duties as the Company or Lettings Services Team Leader may from time to time reasonably require.

*This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.*