

Job Description

Job Title: Lettings Lister

Department / Function: Lettings

Reports To: Lettings Manager

Direct Reports: None

Location: TBC

Job Grade / Level: E

Job Purpose:

To generate and secure new lettings instructions by conducting market appraisals and building strong relationships with landlords and clients. The role supports the Lettings Manager in driving business growth while delivering exceptional service throughout the client journey.

Key Accountabilities:

- Assist the Lettings Manager in the day to day operations of the lettings office.
- Conduct market appraisals and property valuations to win new listings.
- Develop and maintain strong relationships with new and existing landlords and clients.
- Secure new lettings instructions in line with business targets.
- Manage client expectations and provide a consistently high level of customer service.
- Negotiate effectively between landlords and tenants to achieve the best possible outcomes.
- Maintain accurate records of market activity, client interactions, and instructions.
- Ensure all dealings comply with company standards and relevant property legislation.

Key Performance Indicators (KPIs):

- Number of new instructions secured.
- Conversion rate from market appraisal to listing.
- Revenue generated from new lettings listings.
- Client satisfaction and retention levels.
- Achievement of individual and team targets.
- Quality and accuracy of valuations and market appraisals.

Knowledge, Skills & Experience:**Essential:**

- Minimum of 3 years' experience within the property / lettings industry.
- Proven track record of securing property listings.
- Strong knowledge of the local property market.
- Excellent communication, negotiation, and relationship-building skills.
- Ability to work in a fast-paced, target driven environment.
- High attention to detail and strong organisational skills.

Desirable:

- Experience working in a similar role within a busy estate agency.
- Professional property qualifications (e.g., ARLA or similar).
- Experience supporting office operations or assisting a Lettings Manager.

Behavioural Competencies:

- Confident and professional in interpersonal interactions.
- Approachable, helpful, and positive attitude.
- Strong sense of ownership and pride in delivering high quality work.
- Collaborative team player who contributes positively to the office environment.
- Ability to perform effectively under pressure while maintaining high standards.
- Driven, proactive, and results-focused.

Other Information:

Company: Chestertons Estate Agency

Working Hours: Monday – Friday, 8:30 am – 6:00 pm

Weekend Requirement: 1 in 3 Saturdays (10:00 am – 4:00 pm)

Salary & Benefits: Competitive salary, car allowance, and enhanced commission scheme.