

Senior Office Coordinator

Job Title: Senior Office Coordinator (Sales & Lettings)

Department / Function: Sales & Lettings

Reports To: Branch Manager

Direct Reports: None

Location: Office-based

Job Level: Senior / Supervisory

Job Purpose

To lead and enhance administrative operations within a large or high-volume office, driving efficiency, supporting compliance, and mentoring coordinators to deliver consistent, high-quality service.

Key Accountabilities

Leadership & Oversight

- Provide day to day guidance and support to New/Junior Office Coordinators.
- Act as a role model for best practice, professionalism, and customer service.
- Support onboarding of new team members with your office.

Operational Excellence

- Oversee office administration ensuring workflows are efficient and well managed.
- Identify process improvements and implement changes to enhance productivity.
- Act as escalation point for complex operational or client issues.

Sales & Lettings Support

- Ensure property listings, marketing materials, and transactions are accurate and compliant.
- Have a good understanding of the negotiator role and how your role can best support.
- Have a good understanding of the property stocklist and access requirements.
- Support branch performance through strong coordination and reporting.

Compliance & Quality Control

- Monitor adherence to compliance standards and internal procedures.
- Carry out regular checks on documentation, files, and CRM accuracy.

Key Performance Indicators (KPIs)

- Operational efficiency and reduction in errors.
- Quality and consistency of administration across the office.
- Staff capability and development.
- The office/department Financial Budget is achieved (although not directly your responsibility you are a contributing factor)
- Compliance audit outcomes.

Knowledge, Skills & Experience

Essential

- Strong understanding of sales and lettings administration or Previous experience in a lettings/Sales or property-related role.
- Experience supporting or mentoring others.
- Excellent organisational and prioritisation skills.
- Confident handling escalations and problem solving.
- Experience using property management/CRM systems.

Desirable

- Good knowledge of the local property market.
- ARLA/Propertymark qualification or willingness to work towards it.

Behavioural Competencies

- Mentor mindset
- Accountable and proactive
- Strong communicator
- Process and improvement focused

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
Associate	Consistency / Coach / Mentor	One/Two large office	Standardises operations
Regional Coordinator	Strategic oversight & leadership	Full region	Drives performance, compliance & innovation