

Associate Office Coordinator

Job Title: Associate Office Coordinator (Sales & Lettings)

Department / Function: Sales & Lettings

Reports To: Branch Manager / Regional Office Coordinator

Direct Reports: Office Coordinators (functional oversight only)

Location: Office-based (may support one or two offices)

Job Level: Advanced / Associate

Job Purpose

To ensure consistency, quality, and standardisation of administrative and operational practices across one or two large offices, acting as a coach, mentor, and key support to branch teams.

Key Accountabilities

Consistency & Standardisation

- Ensure administrative processes are applied consistently across supported offices.
- Embed best practices in documentation, CRM usage, and customer service.
- Support offices in maintaining high operational and compliance standards.

Coaching & Mentoring

- Coach Office Coordinators and Senior Coordinators to improve capability and confidence.
- Share knowledge and practical solutions to common operational challenges.

Operational Support

- Step in to support peak periods, or operational challenges.
- Assist with implementation of new processes, systems, or compliance updates.

Stakeholder Collaboration

- Act as a link between branch offices and regional or head office teams.
- Support communication, reporting, and feedback loops.

Key Performance Indicators (KPIs)

- Consistency of processes and documentation across supported offices.
- Improvement in coordinator capability and performance.
- Reduction in operational errors and compliance issues.

- The office/department Financial Budget is achieved (although not directly your responsibility you are a contributing factor)
- Positive feedback from branch leadership.

Knowledge, Skills & Experience

Essential

- Maintain an indepth working knowledge of the property stock list across supported offices, including access arrangements, key locations, occupancy status, and special requirements, ensuring accurate information flow and smooth coordination for viewings, marketing, and compliance.
- Strong operational knowledge of sales and/or lettings administration.
- Proven ability to coach, support, and influence others.
- High attention to detail with a strong compliance focus.
- Confident working across multiple teams or locations.

Desirable

- ARLA/Propertymark qualification or willingness to work towards it.

Behavioural Competencies

- Coach and mentor approach
- Collaborative and supportive
- Solutions-focused
- Strong alignment with 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
Associate	Consistency / Coach / Mentor	One/Two large office	Standardises operations



Level	Focus	Scope	Example of Added Value
Regional Coordinator	Strategic oversight & leadership	Full region	Drives performance, compliance & innovation