

## LOWTHER HOMES JOB PROFILE



### Job Details

<b>Job Title</b>	Letting Agent	<b>Location/Section</b>	YourPlace Property Management
<b>Service Area</b>	Corporate Affairs	<b>Report to</b>	Letting Manager
<b>Grade</b>	SCP 27 – 30	<b>Date Completed</b>	February 2015

### Job Summary

Operating within a strong performance culture you will be expected to deliver excellent performance results. You will be a visible and familiar face to our customers; you will be empowered to deliver 'right first time' services, offering personalised solutions. You will be instinctively customer focussed and have a 'think yes' attitude to ensure that our customers' experience of service remains positive. You will understand the importance of working with the supply chain to achieve delivery of efficient and cost effective services.

### Behaviours & Competencies

#### Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Letting Agents to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Be aware of opportunities to maximise turnover and profits
- Be a good listener
- Excellent communication and interpersonal skills
- Ability to work using own initiative to find solutions
- Self aware and self motivated
- Excellent time management skills
- Work under pressure, with minimum supervision
- Computer literate, with knowledge of PC based office management systems
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Group in a positive and effective manner
- Ability to participate within and across various teams
- Take personal pride in getting the job done
- Use professional judgement to achieve creative solutions and deliver great outcomes for customers
- Flexibility and a willingness to respond to the dynamic and changing needs of our organisation

## Person Specification

### Experience

#### **Essential**

- Our Letting Agents must demonstrate the behaviours and competencies identified

#### **Desirable**

- Experience working in a property management or estate management role
- Current driving licence

### Qualifications

#### **Desirable**

- Qualification in housing or related discipline at Institute of Residential Property Management or equivalent, or working towards such a qualification

## Job Outputs

Role output	Includes the requirement to:
Deliver continuous improvement in customer satisfaction and business performance	<ul style="list-style-type: none"><li>• Apply Think Yes to improve performance across the range of key performance indicators, with a particular focus on customer satisfaction</li><li>• Participate at team visual measure board meetings to achieve continuous improvement</li><li>• Ensure all required legislative documents are kept up to date</li><li>• Ensure compliance with tenancy and lease conditions</li><li>• Ensure access to carry out gas servicing</li><li>• Help ensure budget control and sound budget management</li><li>• Deliver value for money</li></ul>
Ensure effective communication with customers and partners	<ul style="list-style-type: none"><li>• Be a visible and familiar face to customers as required</li><li>• Ensure customer commitments are delivered</li><li>• Resolve customer issues and complaints and apply creative thinking to identify personalised solutions</li><li>• Attend meetings with customers to lead initiatives or resolve particular issues</li><li>• Build good relations with contractors</li><li>• Liaise with contractors to ensure SLA targets met</li></ul>

<p>Deliver a comprehensive range of residential and commercial letting services</p>	<ul style="list-style-type: none"> <li>• Generate new and repeat business opportunities for market appraisals, viewings, and lettings within portfolio</li> <li>• Canvassing/leafleting to seek new business opportunities</li> <li>• Attend weekly meetings with Letting Manager to review closing deals &amp; hitting targets</li> <li>• Maximise board presence and promote band awareness at all times</li> <li>• Maintain and increase agreed fee levels</li> <li>• Register potential tenants</li> <li>• Arrange and attend market appraisals and viewings</li> <li>• Negotiate and finalise lettings</li> <li>• Build and maintain excellent working relationships</li> <li>• Offer first class customer service at all times consistent with Lowther Homes</li> <li>• Bring on new properties to required level</li> <li>• Support development of Asset Strategy/Management plan for property portfolio to protect Group standards</li> <li>• Deliver excellent customer service across the range of letting and estate management functions</li> <li>• Pro-actively market available properties</li> <li>• Set up new properties on Rightmove and Lowther website</li> <li>• Source and vet prospective tenants</li> <li>• Manage reservations and deposits</li> <li>• Manage entry and exit processes for tenants</li> <li>• Conduct viewings as and when required (this can sometimes be outwith core hours)</li> <li>• Process reference checks / credit checks</li> <li>• Compile and maintain accurate property inventories</li> <li>• Void inspections</li> <li>• Ensure that all documentation is signed</li> <li>• Check in with new tenants at date of entry</li> <li>• Provide an update on new tenants to Glasgow City Council</li> <li>• Manage anti social issues</li> <li>• Prepare legal documentation for eviction process</li> <li>• Register properties and lodge deposits onto Safe Deposit Scotland</li> <li>• Liaise with Safe Deposit Scotland to deduct any monies from tenant deposit due for repairs, cleaning or damage</li> <li>• Effective house key management</li> </ul>
<p>Rent</p>	<ul style="list-style-type: none"> <li>• Manage rent accounts</li> <li>• Proactive arrears management</li> <li>• Set up tenancy, rent and deposit accounts on Iworld</li> <li>• Lodge deposit with Safe Deposit Scotland</li> <li>• Process payments for rent and deposits</li> <li>• Manage and action rent arrears</li> <li>• Action all daily reports as required</li> <li>• Adhere to all legislation and compliance requirements</li> </ul>
<p>Repairs, Maintenance &amp; Utilities</p>	<ul style="list-style-type: none"> <li>• Contact utility companies with meter readings and new tenant information</li> <li>• Manage gas reports to ensure all properties have valid certificate</li> <li>• Arrange annual gas safety checks &amp; distribute certificates to customers</li> <li>• Ensure any follow up gas recommendations are carried out</li> <li>• Arrange for any repairs and maintenance works</li> <li>• Monitor and follow up repair requests</li> <li>• Effective contract management</li> <li>• Organise cyclical maintenance programmes</li> <li>• Inspect and monitor estate management</li> <li>• Manage void works, general repairs, décor, &amp; improvement works within agreed budgets</li> <li>• Review expenditure on all commercial assets to deliver value for money and maximise rental income</li> </ul>

Ensure Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Comply with and implement all our policies and procedures.</li> <li>• Act ethically and with integrity, taking account of the employee code of conduct</li> </ul>
Our Letting Agent will have to demonstrate flexibility and a willingness to respond to the dynamic and changing needs of our organisation.	
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>• Tenants</li> <li>• Letting Manager</li> <li>• YourPlace staff including CRT</li> <li>• Wheatley Group</li> <li>• Neighbourhood Environmental Teams</li> <li>• Contractors</li> </ul>	