

## Operations - Commercial Operations

### What's it about

As a Lettings Negotiator at Folio London, you play a critical role in ensuring the successful letting of properties while maintaining high standards of customer service. Your responsibilities include managing enquiries, meeting/exceeding KPI's and following relevant processes to ensure efficient tenancy progression whilst remaining compliant.

### How you'll make a difference

- **Operational Excellence:** Manage the lettings process to meet and exceed set targets, ensuring effective tenancy administration and high customer satisfaction.
- **Teamwork:** Collaborate with colleagues and contractors to ensure successful implementation of strategies.
- **Service Delivery:** Provide first-class customer service, maintain legal compliance, and ensure that all lettings activities align with Folio's standards and market demands.

### How you'll do it

- Oversee and manage all aspects of the letting process, including property listings, applicant enquiries, and tenancy progression.
- Adhere to Folio Customer Journey to ensure the delivery of first class service.
- Negotiating terms and conditions of new lets in line with internal policies and procedures.
- Strive to achieve set rents and quick tenancy turnarounds to minimise void loss and maximise income.
- Oversee and manage reference checks, maintain high standards of data accuracy and compliance in line with internal policies.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please refer to the framework.

This role is at the **colleague** level.

### Essential knowledge, experience and skills

- **Proactive and Customer-focused:** Demonstrate a strong commitment to providing excellent customer service and a proactive approach to solving issues.
- **Analytical and Detail-oriented:** Ability to manage multiple tasks with high attention to detail and the capability to analyse processes for improvement.
- **Sales and Target focus:** Proven track record of excelling in a sales or target driven environment.
- **Knowledge and Expertise:** Proven understanding of the London Lettings Market, particularly within the build-to-rent sector. Strong IT skills, particularly in MS Office, and excellent verbal and written communication skills.

### Qualifications/Professional Membership:

- Essential: Property Mark qualification to be achieved within the first 12 months.