

# Renewals Advisor

## Operations Directorate - Folio London

Overview	
<b>Role Purpose</b>	Vital to Folio London's continued growth plans, this role is responsible for providing integral support to the property management, lettings, and the wider team to ensure we offer a first-class service to our customers, increase rental income, and retain our customers for as long as possible.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Managing tenancy renewals and negotiating tenancy terms</li> <li>Setting rent in line with the policy</li> <li>Regulatory and legislative compliance</li> <li>Manage the deposit protection and release process</li> <li>Implementing a retention strategy via a robust rent increase and tenancy renewals process</li> <li>Providing excellent customer service</li> </ul>
<b>Reports to</b>	Business Improvement Manager
<b>Line management</b>	None
<b>Tier</b>	Tier 9
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Chief Operating Officer Operations Directorate Folio London team Development Finance
<b>External</b>	Customers Contractors and suppliers Auditors

Role accountabilities
<ul style="list-style-type: none"> <li>Pro-actively manage and negotiate tenancy renewals and rent increases.</li> <li>Carry out market research to set rents for renewal tenancies.</li> <li>Provide expert advice to achieve the best possible outcomes for all parties.</li> <li>Negotiating new tenancy terms (i.e. rent setting with management sign off, period of tenancy, etc.) for renewals.</li> <li>Ensure rents are set in line with the market and that Folio meets its legal and regulatory requirements.</li> <li>Work to company targets to ensure high levels of renewals and rent increases are maintained.</li> <li>Generate tenancy agreements for all tenancy renewals ensuring all property data is correct. Send tenancy agreements to tenants for signing, filing all returned agreements, and sending a copy to the tenant for their records.</li> <li>Own and manage the deposit process – liaising with the DPS for any deposit deductions on receipt of instructions from the property manager's, dealing with all DPS income and correctly coding income, processing all single claims &amp; deposit disputes.</li> </ul>

## Role accountabilities

- Conforming to right to rent and all legislative requirements – ensuring you have received the correct VISA and passport details and making copies of these documents for the tenancy file.
- Managing the 'change of tenant process' liaising with the team and working in line with the tenancy renewal process.
- Provide detailed reports on KPIs and contribute to committee and board meeting reporting and be able to present strategies and updates to senior management teams.
- Work with the systems in place to ensure rent and tenancy accounts are set up correctly.
- Build and develop professional relationships with all parties.
- Keep systems, databases, and tenancy files up to date always ensuring a full audit trail exists.
- Carry out ad-hoc market research and undertake projects and writing reports as and when required by management.
- Managing complaints relating to the renewals process or any other tasks within your responsibility.
- Promote the Folio brand internally and externally and increase exposure.
- Ensure all legal and contractual requirements are met.
- **General**
- Ensure you follow the financial regulations, policies, and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Experience (executive)

#### Essential

- Recent experience of working in a sales and customer service environment
- Recent experience of working in a target driven role
- Recent experience in a fast-paced administrative role.

#### Desirable

- Experience of managing or being involved in projects to deliver successful outcomes
- Experience of analysing processes and services to improve customer satisfaction and increase revenue

### Professional expertise (know how & experience)

#### Essential

- Good understanding and experience of working in the private rented sector
- Good understanding of the relevant legislation, statutory and regulatory

#### Desirable

- Good understanding of the tenancy renewal and tenancy change process.

requirements related to the private rented sector	
<ul style="list-style-type: none"> <li>• A good understanding of the private rented tenure and the processes related to letting and managing privately rented property</li> </ul>	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Highly organised</li> <li>• Effective IT skills including intermediate</li> <li>• MS Office skills</li> <li>• Excellent verbal and writing skills</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
	ARLA/NAEA/IRPM or similar

<b>NHG Expectations</b>
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.