

## Operations - Commercial Operations

### What's it all about

As a Renewals Adviser at Folio London/ Simplicity, your role is crucial for income growth and customer retention. You are responsible for managing tenancy renewals, negotiating terms, ensuring regulatory compliance, and enhancing customer satisfaction to increase rental income and extend customer tenure.

### How you'll make a difference

- **Tenancy Management:** Efficiently manage the renewal of tenancies, negotiating terms that benefit both the tenant and the organisation while ensuring legal and regulatory compliance.
- **Customer Retention:** Implement strategies to retain tenants through excellent service and effective rent setting, contributing to Folio London's growth and customer satisfaction.
- **Performance and Compliance:** Ensure all processes from rent setting to deposit protection align with current laws and best practices, supporting the organisation's commitment to high standards.

### How you'll do it

- Proactively manage and negotiate tenancy renewals, setting rents based on thorough market research and organisational policies.
- Manage change of sharer requests and ensure customers receive a first class service at all times.
- Generate and manage renewal agreements, ensuring accuracy in all property data and compliance with legal requirements, including right to rent legislation.
- Provide expert advice on the tenancy renewal process, aiming for optimal outcomes for all parties involved.
- Maintain meticulous records to ensure a comprehensive audit trail and contribute to the organisation's reporting and decision-making processes

### 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. This role is at **Colleague** level.

#### Essential knowledge, experience and skills including qualifications and professional membership

- **Customer-Oriented and Detail-Focused:** Dedicated to providing excellent customer service, ensuring all interactions and processes are handled professionally and with attention to detail.
- **Strategic and Analytical:** Ability to analyse market trends and customer feedback to develop effective renewal strategies that improve customer retention and satisfaction.
- **Communicative and Persuasive:** Strong communication skills, capable of effectively negotiating and explaining tenancy terms and engaging with stakeholders at all levels.
- **Industry Expertise:** Extensive experience in customer service and sales roles within the private rented sector with a robust understanding of tenancy management, regulatory compliance, and customer service.
- Effective IT skills, particularly in MS Office, with the ability to manage data accurately and efficiently.
- Essential: Property Mark Level 3 or TPI level 2 qualification to be achieved within the first 6 months.