

# Lettings Negotiator

## Folio London - Commercial Services

Overview	
<b>Role Purpose</b>	Responsible for letting Folio London's properties whilst delivering an excellent service on budget and in line with voids and lettings targets.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Managing enquiries to let properties within targets and in line with KPI's</li> <li>Carrying out viewings</li> <li>Negotiating terms and conditions of new lets</li> <li>Rent setting</li> <li>Implementing letting strategies</li> <li>Compliance – legislative, industry and H&amp;S</li> <li>Front line customer service</li> <li>Leading a target led lettings team</li> </ul>
<b>Reports to</b>	Lettings Manager / Assistant Lettings Manager
<b>Line management</b>	N/A
<b>Tier</b>	Tier 8
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Group Director of Commercial Services Commercial Services Directorate Folio London team Development, Finance
<b>External</b>	Customers Contractors and suppliers Auditors

Role accountabilities
<ul style="list-style-type: none"> <li>Manage incoming enquiries via phone, email and property portals and let properties to achieve excellent results in line with our key performance indicators.</li> <li>Work with the Marketing team to assess the advertising to ensure the content is relevant, correct and positively portrays properties to let.</li> <li>Ensure all homes and developments are effectively managed and optimum letting periods are achieved. Maintain, manage and update all processes, procedures and audit requirements.</li> <li>Deliver a first class lettings service to customers and deliver improved resident satisfaction results.</li> <li>Carry out robust tenant referencing and be responsible for issuing tenancy agreements.</li> <li>Ensure move in monies are handled efficiently and effectively so as not to affect income collection or rent arrears targets.</li> <li>Work closely with the Renewals team to ensure deposits have been correctly lodged with the DPS.</li> </ul>

## Role accountabilities

- Build good relationships with contractors, including sourcing new contractors, and other stakeholders and ensure that Folio London fulfils its client role.
- Ensure rents are set in line with the market and that Folio meets its legal and regulatory requirements.
- You will conduct research and gather market intelligence in relation to legislation changes and updates.
- Adhere to the budget and seek ways of improving cost effectiveness whilst delivering ways of increasing rental income.
- Provide quality responses to complaints in line with the complaints procedure.
- Provide tenants with a thorough induction to the Folio London service as well as their new property and outline what they can expect throughout their tenancy.
- Work closely with the Marketing team to develop case studies and promote positive feedback.
- Promote the Folio brand internally and externally and increase exposure.
- Ensure all legal and contractual requirements are met.
- Understand the building warrantee (i.e. NHBC) and be aware of the defects reporting process for each new scheme.
- Use your personal safety device at all times.

### 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	Desirable
Proven track record in London Lettings Market	Build to Rent Lettings experience
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Good understanding of private rented sector (particularly lettings)</li> <li>• High level of customer service</li> <li>• Good understanding of the relevant legislation, statutory and regulatory requirements related to the private rented sector</li> </ul>	<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> <li>• Experience of analysing processes and services in order to improve customer satisfaction and increase revenue</li> <li>• Experience of managing or being involved in projects to deliver successful outcomes</li> </ul>
Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Effective IT skills including intermediate to advanced MS Office skills</li> <li>• Excellent verbal and written skills</li> <li>• Good negotiation / persuasion skills</li> </ul>	<ul style="list-style-type: none"> <li>• Track record of leading a target led team</li> <li>• Good team player</li> </ul>
Qualifications and/or professional membership	
Essential	Desirable
	ARLA/NAEA/IRPM or similar

NHG Expectations
<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 a 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.