

## Job Description

<b>Job title:</b>	<b>Sales &amp; Lettings Manager</b>
Reports to:	Director of Residential Sales & Lettings
Direct reports:	Property Consultants and Property Manager
Location:	Manchester City Centre
Purpose of the role:	The primary focus of this role is to build a new portfolio of properties, driving sales and increased revenue for the business. Furthermore, to support delivery of an effective Lettings operation, with management of the team.
Responsibilities:	<p><b>Property Sales</b></p> <ul style="list-style-type: none"><li>• To target existing databases to generate new leads and instructions to agreed targets.</li><li>• To conduct market appraisals for sales properties, carrying out the necessary research when appraising properties to provide evidence to vendors.</li><li>• To accurately measure properties, draw floor plans and take appropriate marketing pictures, in order to share key information with prospective customers.</li><li>• To conduct property viewings across the sales portfolio and convert viewings into sales through a knowledgeable and professional approach.</li><li>• To appropriately market sales properties in line with company policy and meeting all regulatory requirements.</li><li>• To liaise with third parties regarding the sale, such as solicitors and surveyors, dealing with all sales related administration through to completion.</li></ul> <p><b>Property Lettings &amp; Management</b></p> <ul style="list-style-type: none"><li>• To target existing databases to generate new leads and instructions to agreed targets.</li><li>• To conduct market appraisals for lettings properties, carrying out the necessary research when appraising properties to provide evidence to landlords.</li><li>• To take appropriate marketing pictures and ensure the properties are portrayed accurately and in line with the company policy.</li><li>• To conduct property viewings across the lettings portfolio and generate interest/a let through a knowledgeable and professional approach.</li><li>• To appropriately advise tenants on the application processes, fees, and support them through the process.</li><li>• To oversee the processing of new tenancies and completion of referencing</li><li>• To oversee the management of a portfolios of properties, arranging and overseeing the quality of maintenance work required for example, in line with regulatory requirements.</li><li>• To oversee the preparation and issue of tenancy agreements and legal notices in line with current regulation.</li><li>• To oversee and monitor rent payments, chase arrears and take</li></ul>

appropriate action, whilst communicating proactively with the landlord.

- To review current market rents and oversee the negotiation of tenancy renewals in line with the required notice period for landlords and tenants.
- To ensure all deposits are protected in line with current regulations and timeframes.
- To ensure all safety inspections are carried out in line with current regulations and time frames.

#### **Financial and Data Management**

- To approve invoices/bills and ensure careful financial management and control.
- To ensure comprehensive notes are recorded and quality data is captured on the software system.
- To quality review data captured by team members.

#### **Customer Services**

- To deal with vendor and purchaser enquiries, or landlord and tenant enquiries, ensuring all customer needs are met.
- To respond to all emails and telephone calls received and ensure communication from team members is delivered to the highest standard.

#### **People Management**

- To act as a senior member of the urbanbubble team, role modelling the values and key behaviours.
- To recruit, develop and retain talent, promoting peak performance through effective management of all elements of the employee lifecycle.
- To ensure effective two-way communication, promoting a truly motivated team and positive staff engagement.
- To identify and meet individual learning needs, acting as coach and mentor.

#### **General**

- To provide full cover to other areas of the business as required.
- To adhere to the company Lone Working Policy at all times.
- To adhere to the company Vehicle Policy at all times.
- To recommend additional services or third party business partners as appropriate and in line with current legislation.

Critical skills required:

- Excellent oral and written communication skills.
- Team player with the ability to work independently and on own initiative.
- Natural sales ability, with strong influencing and negotiating skills. Persuasive and credible.
- People management and delegation skills.
- Good business writing skills - grammar, punctuation and spelling.
- Excellent attention to detail and time management skills.
- Ability to manage multiple, sometimes conflicting deadlines, and support the team to prioritise work within a busy environment.
- Effective analytical and decision-making skills.
- Financial Management.

Critical knowledge required:

- Knowledge of relevant Lettings and Estate Agency Acts
- Understanding of key health and safety requirements

## Personal Profile

Qualifications required:

Essential:

- Good standard of education
- ARLA qualified or working towards
- NAEA qualified or working towards

Experience required:

- Experience of residential property management (essential).
- Experience of business development/ sales.
- Experience of working in the Manchester city centre sales and lettings market (desirable).
- Understanding and knowledge of residential lettings and management.
- Understanding and knowledge of residential property sales.
- Significant experience and proven track record in delivering the highest standards of customer service.

Attitude/approach:

- Exhibits behaviours that support the values of the business.
- Confident and driven.
- Driven, self-motivated and enjoys working to targets.
- Proactive, positive and Can Do attitude.
- Inherent enthusiasm and passion.
- Smart appearance at all times in line with the company Dress Code.
- Organised, flexible and willingness to provide cover as required.

urbanbubble requires people who are **professional, hard working, innovative, passionate**; who are **effective** in their roles and who truly **engage** with the customer.

Additional requirements:

- Full clean UK driving licence.
- Willingness to work on a Saturday.

Date of description:

August 2017