

Job Description

Job title:	Sales & Lettings Consultant
Reports to:	Sales and Lettings Manager
Direct reports:	n/a
Location:	Manchester
Purpose of the role:	<p>The Sales and Lettings Consultant is a pivotal position on the team, requiring a hardworking, enthusiastic and motivated individual who will:</p> <ul style="list-style-type: none">• Conduct sales and lettings viewings throughout Manchester;• Be the main point of contact for vendors and landlords giving them general feedback on the market and the viewings conducted;• Negotiate with all parties on offers received and successfully agree a sale or let;• Follow the sales and lettings process through to completion in an efficient manner;• Keep all systems up to date;• Follow all legislation and company policies;• Support the Sales and Lettings Manager, where appropriate, with market appraisals.
Responsibilities:	<p>The role requires strong communication skills and a drive to offer the best customer service at all times. You will be expected to:</p> <ul style="list-style-type: none">• To be a brand ambassador at all times.• To deliver outstanding service to internal and external customers• To register and effectively qualify applicant enquiries in person, over the telephone and email.• To conduct proactive and efficient applicant management.• To conduct viewings.• To conduct market appraisals where appropriate.• To carry out effective time and diary management.• To provide constructive, consultative landlord and vendor feedback at all times.• To negotiate offers between landlords, tenants, vendors and buyers in line with legislation.• To secure lets and process them through to completion dealing with new tenancy applications, referencing and check in paperwork.• To liaise with third parties to arrange inventories, check ins/outs.• To agree sales and deal with sales progression through to timely completion.• To liaise with the block management team on issues where appropriate and manage through to resolution.• To conduct check-ins where appropriate.• To conduct Landlord, tenant, vendors and buyers customer service calls.• To proactively and thoroughly update all systems to ensure smooth communication for all team members.• To book and carry out property inspections as required.• To book sales and lettings market appraisals, obtaining all relevant information.

- To ensure all regulatory requirements are met.
- To answer telephone calls/emails and deal with general enquiries.
- To ensure comprehensive notes are recorded on the software system.

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.
- To assist with handling/ issuing of keys only to correct personnel/ residents whilst recording the signing in and out of keys, in line with the company procedure.

Critical skills required:

- Excellent oral and written communication skills.
- Excellent telephone manner.
- A confident self-starter.
- Team player, yet with the ability to work alone and on own initiative.
- Skilled applicant qualification.
- Skilled in conducting viewings.
- Negotiation skills.
- Ability to close the deal.
- Rapport building and people skills.
- Ability to work towards targets and objectives.

Critical knowledge required:

- Knowledge of relevant Lettings and Estate Agency Acts, or willingness
- to work towards.
- Understanding of key health and safety requirements.

Personal Profile

Qualifications required:

Essential:

- GCSE's 5 A -C (or equivalent)

Desirable:

- NAEA
- ARLA

Experience required:

- Sales experience

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