

JOB DESCRIPTION

Title of Job:	Residential Lettings Coordinator
Location:	Invergordon (Hybrid)
Number of Jobholders:	1
Title of Line Manager:	Lettings & Sales Manager
Responsible for:	

Purpose and Scope

The Residential Lettings Coordinator is responsible for the delivery of the day-to-day management of the residential letting portfolios, managed by Highland Residential on behalf of Albyn Housing Society.

The Residential Lettings Coordinator will manage the process from enquiry to let for all current mid-market rental (MMR) properties and new developments working towards achieving the team objectives.

The Residential Lettings Coordinator will actively manage all let properties ensuring all contractual obligations are met by the tenant and HRIL.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Provide a professional residential lettings and management service across all portfolios managed by Highland Residential, complying with legislation, policies and procedures.
- Contribute to the good management of the lettings portfolio working to maximise income, reduce void times, minimise losses and ensure regular property inspections take place.
- Provide tenants and managers with up-to-date knowledge on current properties.
- Communicate with professionalism, accuracy and in a timely manner.

Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

Provide a professional residential lettings and management services across all portfolios managed by Highland Residential, complying with legislation, internal policies and procedures.

- Provide a professional lettings service across all portfolios managed by Highland Residential: which are currently in the Registered Social Landlord owned mid-market rental sectors.
- To market clients' properties as they become available to let, undertake market appraisals, prepare marketing materials, instruct advertising and conduct viewings.
- Ensure pre-void inspections take place and tenants appraised of their responsibilities prior to departing.
- Sign up new tenancies ensuring all legally required documentation is in place.
- Arrange for inventories, gas safety certificates, EICR, EPCs, minor void works, deposit registrations, and other documentation required to ensure compliance with legislation.
- Obtain/gather client feedback.
- Proactively manage the database of MMR properties and prospective tenants.
- Maintain a proactive relationship with clients, tenants and stakeholders, including Albyn's Group Customer Services, Repairs and Maintenance and Development teams.
- Deal with queries from clients and their tenants providing solutions to issues and good service at all times.

Contribute to the good management of the lettings portfolio, working to maximise income, reduce void times, minimise losses and ensure regular property inspections take place.

- Ensure that rents and other contractually obligated payments are made by tenants. A robust income recovery process is in place which the role holder will be expected to follow.
- Provide reports to the Lettings & Sales Manager and (as required) to Albyn Housing providing data on the management of lettings, as set down in the performance targets.
- Monitor both HRIL and tenant observations of contractual and legal obligations.
- Initiate actions required should tenants be in breach of contract obligations.
- Manage property maintenance issues, including liaising on defects in newly constructed properties and communal areas involving service charges and factoring arrangements, liaising as required with adjacent service providers.

- Ensure the voids process is followed contributing to minimal void rental loss and time to relet.
- Ensure all annual inspections take place and outcomes recorded.
- Ensure all issues regarding complaint handling, anti-social behaviour, dog fouling, fly tipping and other tenancy and estate management issues are resolved following HRIL policy and procedures.

Provide clients and managers with up-to-date knowledge on current properties.

- Arrange and conduct viewings, create follow up appointments, to undertake good diary management and support the client in the early stages of the property lettings process.
- Advise and keep clients well informed throughout the lettings process.
- Generate accurate property schedules applying attention to detail.
- Implement property marketing, using online portals, supported by social media.
- Update all lettings databases and spreadsheets, and ensure accurate record keeping and all tenant files are current.
- Carry out outbound calls and communication and follow up existing client contact in a timely manner.
- Produce performance reports and updates at team meetings. Prepare and submit reports on all performance data requirements for lettings for the line manager.

Communicate with professionalism, accuracy and in a timely manner.

- Respond to all incoming and outgoing enquiries with urgency and with accurate and factual information.
- Ensure processes and procedures are completed accurately and on time.
- Keep line manager and other team members up to date with progress.

Health & Safety

- Comply with safe working practices as defined by Albyn Group
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

General

- Be aware of and adhere to Albyn Group policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.

- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
- **Other**
- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of Albyn Group

PERSON SPECIFICATION

Essential: Education & Training	<ul style="list-style-type: none"> • Education and / or training in residential letting and management and / or estate agency or able to demonstrate previous equivalent experience. • Qualification to SCQF Level 6/CIH Level 3 in Property Agency, currently working towards or be prepared to work towards this qualification.
Essential: Skills	<ul style="list-style-type: none"> • Good property marketing skills. • Ability to manage high volumes of detailed work within efficient timescales. • Good customer and relationship management skills. • Capacity to establish and manage legal contracts. • Skills in good clear record keeping and report writing.
Essential: Experience	<ul style="list-style-type: none"> • Experience in marketing and viewing of properties. • Experience managing existing contracts. • Experience in managing situations involving contract breaches including arrears. • Experience in instructing legal advisors where required. • Experience in delivering excellent customer service. • Experience with working to budgets and income maximisation relating to residential lettings.
Essential: Knowledge	<ul style="list-style-type: none"> • Good understanding of residential lettings market. • Commercial awareness. • Knowledge of property marketing. • Knowledge of residential property management including legal frameworks. • Good understanding of the First Tier Tribunal.
Essential: Other Qualities	<ul style="list-style-type: none"> • Equal ability to work independently or as part of a team. • Capacity to contribute to business development. • Access to vehicle for business use.

Desirable	<ul style="list-style-type: none">• Experience in both social and private rental markets.• Knowledge of associated services in estate agency and factoring.• UK Driving License.
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