

## Letting Associate: Full Job Description

**Salary:** £19,000 to £23,500 per annum full time, depending on qualification and experience, plus home working allowance £26pcm

**Location:** Home (Edinburgh) and field based, travelling in and around Edinburgh and the Lothians, Fife, Dundee and Glasgow, meaning that you don't have to spend your non working time or your own money getting to and from an office – your travel to appointments is business travel, and a business expense. A pool car will be provided for business travel.

### The Role

Fantastic opportunity to join a growing and dynamic letting agency. We are passionate about people and property and dedicated to providing excellent value and service and transparency to all landlords and tenants.

Our team have always been home- and field-based and we have invested in technology to facilitate home and on-the-go working, meaning that we were quickly able to adapt to covid related restrictions with minimal disruption, to keep our staff in work (no furlough) and to continue to support our landlords and tenants.

Reporting to the business owners, you will provide assistance across all areas of letting and in relation to business activities. As the business grows, and in response to changes in the environment in which we operate, you will assist with refining existing and implementing new business processes and procedures to ensure ongoing delivery and improvement of services.

### Duties

This is a varied and busy role and the successful candidate will be required to manage a demanding workload to required standards and deadlines, providing assistance with various aspects of letting and business operations, which could include:

- Liaising with landlords and tenants (prospective and existing) and other third parties, as required, verbally and in writing
- Preparing and posting property adverts
- Arranging and coordinating appointments, including property viewings and inspections
- Conducting and following up on property viewings
- Initiating and processing tenancy applications
- Preparation of landlord packs and tenancy related documentation
- Conducting tenant check in meetings, including signing of tenancy related documentation
- Compiling and updating property inventories
- Tracking, arranging, carrying out and reporting on property inspections, including check out inspections
- Dealing with maintenance, repairs and renovation works, including liaising with tenants, landlords, contractors to establish requirements and to arrange required access, works and tracking and follow up to completion
- Compiling evidence for submission to tenancy deposit scheme adjudicators in relation to any tenancy deposit disputes
- Updating systems and documentation, as required, including proactive identification of improvements and/or required changes (e.g. due to regulatory changes)

- Business development tasks including identification of cross selling and development opportunities and responding to landlord enquiries
- Other administrative duties, as required
- Providing training and cover for other team members, as required
- Emergency phone cover one week in four

## Requirements

### *Essential*

- Successful candidate is required to undergo Basic Disclosure Scotland checks
- Lettings experience such as:
- Experience of arranging and tracking safety checks, maintenance and repairs, including liaison with third party contractors
- Experience of communicating with landlords and tenants on letting and property related matters
- Experience of compiling inventories
- Experience/understanding of letting related requirements and legislation
- (Property manager) LETWELL qualified (those not qualified will be considered for assistant property manager role)
- Experience of working in a customer focused environment
- Excellent verbal and written communication skills
- Excellent organisation skills with the ability to manage multiple tasks and stakeholders at the same time, ensuring that all tasks are completed within the required timeframe, to the desired quality and in line with the relevant legislation
- Proficient in the use of Microsoft Office products including Word and Excel
- Full, clean driving licence
- Internet access of sufficient speed for home-based working

### *Desirable*

- Experience of using lettings software such as LetMC and SME
- Business development experience, including identifying and signing new landlords

## Applications and interviews

Applications will be accepted by submission of **CV and covering letter** by 24 December 2021. It's expected that interviews will be held in late December/ early January or earlier where suitable candidates are identified sooner. We reserve the right to close the vacancy before the application deadline should suitable applicants be found before that date. Due to high volume of applications, responses will only be issued to applicants who are being invited to interview.

Application deadline: 24/12/2021

Job Types: Full-time, Permanent

Salary: £19,000.00-£23,500.00 per year

**Benefits:**

- Company pension
- Work from home

**Schedule:**

- Monday to Friday

COVID-19 considerations:

We continue to follow Scottish Government guidance to keep our team, clients and contractors safe.

**Application question(s):**

- Are you based in Edinburgh, City of Edinburgh

**Experience:**

- lettings: 1 year (required)

**Licence/Certification:**

- LETWELL qualification with up-to-date CPD (preferred)
- full, clean, driving licence (required)