



## Letting Associate

**Salary:** £19,000 per annum full time

**Location:** Home (Edinburgh) and field based, travelling in and around Edinburgh and the Lothians, Fife, Dundee and Glasgow. A pool car will be provided.

### **The Role**

Fantastic opportunity to join a growing and dynamic letting agency, dedicated to providing excellent value and service to all 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 you will assist with refining existing and implementing new business processes and procedures.

### **Duties**

This is a varied role and the successful candidate will assist 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
- Arranging and coordinating appointments, including property viewings and inspections
- Conduct and follow up on property viewings
- Initiating and processing tenancy applications
- Assisting with the 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
- Assisting with compiling evidence for submission to tenancy deposit scheme adjudicators in relation to any tenancy deposit disputes
- Assisting with checking and initiation of payments, processing invoices and statements, reconciliations and any required follow up
- Updating systems and documentation, as required
- Other administrative duties, as required
- Providing 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
- 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 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 the letting industry, processes and related legislation preferred but the successful candidate will be provided with guidance and training
- Experience of using LetMC
- LETWELL qualified

Extra Mile Letting is a trading name of Extra Mile Property Solutions Limited

### **Applications and interviews**

Applications will be accepted by submission of **CV and covering letter** to Rowena Roche at [rr@extramileletting.co.uk](mailto:rr@extramileletting.co.uk) by 19 December 2018. It's expected that interviews will be held late December/early January or as soon as suitable candidates are identified. We reserve the right to close the vacancy before the application deadline of 19 December 2018, should suitable applicants be found before that date.