

Role title	Lettings Negotiator - PRS	Date	21/01/15
Reports to Title	Team manager – Lettings PRS	Version	1
DBS Disclosure Required: No			
Responsibility for End Results			
Purpose: Prepare and execute marketing and lettings of PRS properties using variety of marketing tools and online resources. Managing and maintaining database of interested parties in order to minimise void periods and maximise rents of PRS units.			
Key Responsibilities / Deliverables:			
Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.			Time (%)
Marketing of PRS properties (both new lets of acquired schemes and re-letting of existing stock) and sourcing suitable tenants			
Conduct market appraisals and valuation of PRS units and new opportunities			
Maintain a personal commercial awareness of the market place, ensuring the best practice and market trends are reflected in lettings activity.			
Manage and maintain applicant database, ensuring property details are sent to the appropriate applicants in good time			
6. Ensure compliance of areas controlled in respect of governance and adherence to relevant statutory and regulatory provisions.			
Provide assistance to Property Management team where required			
Manage risks associated with areas under the jobholder's control.			
Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.			
They will take reservation fees from applicants by card over the phone using card payment processing software.			
People Responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.			
		Direct Reports	Indirect Reports
Total Employees		0	0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities			

Knowledge, Skills and Abilities
Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.
1. Demonstrable knowledge of the Assured Shorthold Tenancy Legislation and proven experience of the London letting market– Essential . Gained within a reputable letting agency within a public facing commercial environment – Desirable
2. Exceptional organisational and presentational skills, written and verbal – Essential
3. Proven track record in delivering on targets and objectives within a demanding ‘customer focused’ lettings environment – Essential
4. Able to demonstrate exceptional customer service skills – Essential
5. Able to demonstrate a record of continuous personal development - Desirable
6. Able to define priorities and delivery in a demanding lettings environment environment – Essential
7. ARLA qualifications – Desirable
MS Office Suite – Essential + full clean driving licence – Essential

L&Q Values
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.
People
<ul style="list-style-type: none"> • We care about the happiness and wellbeing of our customers and employees
Passion
<ul style="list-style-type: none"> • We approach everything with energy, drive, determination and enthusiasm
Inclusion
<ul style="list-style-type: none"> • We draw strength from our differences and work collaboratively
Responsibility
<ul style="list-style-type: none"> • We own problems and deliver effective, lasting solutions
Impact
<ul style="list-style-type: none"> • We measure what we do by the difference we make
Other
<ul style="list-style-type: none"> • Commit to supporting L&Q’s environmental policy and social mission • I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks