**ROLE PROFILE**

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| **Role Title:** | Residential Lettings Concierge Team Leader |
| **Department:** | Home Options |
| **Role Purpose:** | Responsible for supervising, guiding and motivating the Concierge at Crocodile Works to ensure they are delivering an excellent customer service.  Responsible for the maintenance and management of the office and meeting room at Crocodile Works.  Responsible for the property management of a diverse portfolio of Market Rent, Intermediate Market Rent & Rent to HomeBuy properties including rent arrears management and court action, void and lettings management, property inspections, assisting with rent setting and renewals, setting and managing service charges and maintenance of properties.  Responsible for the re-letting and marketing of Market Rent, Intermediate Market Rent & Rent to HomeBuy properties. |
| **Reporting to:** | Leasehold and Lettings Manager |
| **Responsible for:** | Concierge and office at Crocodile Works.  Please the Team Leader will be expected to split their time between Crocodile Works and Bath Row. |
| **Disclosure level:** | Standard DBS |
| **Role Level:**  **Salary:** | [Frontline Manager](B&S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx)  £ |

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| **Key Role Responsibilities** | To provide direction, instructions and guidance to the Concierge at Crocodile Works.  To ensure that monthly 121 meetings are set up and carried out with all concierge.  Responsible for dealing with customer complaints at Stage 1 level.  Conduct viewings and sign ups on which a set commission will be payable. Must own a car and have a full driving licence as will be required to commute to multiple appointments within their working day.  Provide a full property management service including rent arrears management and court action, void and lettings management, property inspections, assisting with rent setting and renewals, setting and managing service charges and maintenance of properties.  Managing properties which are let, including providing reports and maintaining rent and service charge accounts.  Ensure that the rent is set/increased in line with market conditions and the tenancy agreement/106 agreements/Housing & Community Agency guidelines/internal policies & procedures.  Ensure properties are re-let within target and that void costs are kept within budget thus minimising rental loss and re-let expenditure.  Monitor rent accounts, taking action at an early stage of any rent arrears arising. Keep up to date and accurate records of any action taken.    Address cases requiring legal action and submit court applications, attend court, communicate judgement to the tenant, request approval for bailiff’s warrant and communicate with tenant up to point of eviction.  Attend the snag and handover of new build acquisitions    Manage the furnishing process of the property, ensuring a full and comprehensive inventory of the property is taken and recorded.    Manage the installation of white goods, aerials, burglar alarms, sheds, fences, key cutting etc.    Where we are the freeholder, implement services required and service charges ensuring these are provided to finance for auditing in a timely fashion.    To conduct any activity within the legislative guidelines covering Landlords and Tenants.  Establishing the tenancy agreements in conjunction with solicitors and ensure appropriate tenancy agreement is used.    Manage tenant queries and concerns including issues relating to maintenance and complaints of anti-social behaviour.    Undertake property inspections on all properties and sites on risk based assessment.    Conducting end of tenancy property checkouts and liaising with tenant to put right any dilapidations/cleaning issues.    Monitor expenditure to ensure it is within budget.  Assist other areas of the business with access issues or other information when required.  Manage the offices and meeting room at Crocodile Court, making sure health and safety is adhered to at all times, equipment/supplies are ordered when required. Ensure visitors to Crocodile Works are supervised either by the concierges or by directly overseeing this.  Oversee and assist concierge where needed when reporting communal repairs or maintenance to Crocodile Works. Liaising and meeting contractors on site.    Deal with correspondence as necessary. |

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| **Education, Qualifications and Training** | Secondary education - G.C.S.E (or equivalent) Maths & English Grade C or above. Evidence of grades will be required. |
| **Knowledge and Experience** | Experience of a Team Leader role in a similar environment would be desirable. |
|  | Demonstration of previous lettings experience and duties undertaken which match this role |
|  | Experience of managing and prioritising own workload and having the ability to work effectively as part of a team as well as independently. |
|  | Experience of effective face to face as well as written communications with a variety of people in different scenarios/circumstances - providing a high quality customer service |
|  | Knowledge of Property Lettings is required including tenancy paperwork, rent arrears management and legal compliance. |
|  | Understanding the importance of policies and procedures and adhering to protocols to ensure effective working practices are maintained at all times. |
|  | Understanding of the importance of confidentiality |
| **Role Specific Skills & Behaviours** | Excellent written and verbal communication skills. Good numeracy skills. |
|  | Strong IT skills and the ability to use Microsoft office. |
|  | Highly organised and pays meticulous attention to detail |
|  | Demonstrate good understanding of own motivation and have a keen interest in working in Lettings & a busy office environment |
|  | Capacity to understand and maintain professional relationships with customers, contractors and colleagues and follow relevant guidelines. |
|  | An ability to work as part of a team, independently and take direction from line manager |
|  | An ability to be flexible and responsive to the changing workloads and pressures |
|  | Ability to use own initiative, be forward thinking and capable to looking at new ways of maintaining records and systems |
|  | Ability to prioritise workload which is changing constantly and make decisions within the appropriate authority level of the role. |
|  | Personal drive and determination to achieve best possible for outcomes for self, customers and organisation |