

Job Title	Rent Guarantee Claims Adviser (RGCA)
Department	Rent Guarantee
Reports To	Rent Guarantee Manager

Purpose of the Role

The purpose of the RGCA role is to manage and reduce rent guarantee (RG) claims through advice and liaison between Letting Agents and Tenants and to work with our legal partners to ensure legal obligations are met and claims are processed in a timely manner

Principal Accountabilities

- Responsible for advising Letting Agents and Tenants on all queries relating to RG claims
- Ensuring every effort is made to collect unpaid rents where ever possible to avoid a claim being made
- Be responsible for drafting and serving Notices Seeking Possession
- Preparing cases for submission to solicitors for acting on
- To undertake detailed fact finds, paying great attention to detail and obtain evidence from clients to fully prepare the required file
- Ability to manage the administration and meet the deadlines of multiple cases concurrently
- Highlight immediate or on-going issues and suggest possible solutions
- Escalate calls promptly to the next appropriate person, when necessary.
- To focus on exceeding customer expectations, by building and maintaining a rapport over the telephone with Letting Agents & Tenants
- Using appropriate consideration and tact when dealing with Tenants when contacting them to collect outstanding rents whilst reducing timescales and costs associated
- Ability and confidence to liaise with solicitors and DAS
- Confidence in handling RG claims process, managing objections from tenants remembering at all times our objectives
- To maintain a high standard of productivity at all times.
- Remain pro-active in meeting quality procedures, contributing suggestions to improve efficiency and effectiveness and highlighting immediate or on-going issues.
- Attend necessary training courses (internal and external) to maintain a high calibre of telephone and database skills.
- Any other duties as reasonably required.

Knowledge and Experience Required

- Have worked in a legal environment before
- Have exposure to knowledge of civil litigation, preferably but not necessarily L&T
- Proven ability to successfully deal with multiple queries, ideally within an insurance, rental agency or estate agency environment (consideration will be given for experience in other industries where similar skills are used and proven)
- Strong negotiation skills
- Demonstrable ability to work to challenging and stretching deadlines

- The ability to communicate easily and effectively with a variety of customers, actively listening and taking action
- Resilient and determined approach to work
- Rapport building, influencing and organisational skills
- The ability to handle objections negotiate a successful outcome for all parties concerned
- Excellent grammar, both verbal and written
- Excellent computer skills (knowledge of all standard Microsoft programs required)
- Previous experience of diary management systems
- Educated to A level standard including Maths and English
- Have good attention to detail and accuracy in data capturing
- Evidence of continued personal and professional training and development
- Experience in developing and improving processes and procedures to ensure a superior service is delivered to all customers.

Attitude and Behaviour

- Highly motivated team player with the ability to work with a varied level of Let Alliance team members
- Highly motivated with a drive to promote Let Alliance, achieve and exceed SLA's
- A real zest for life, enthusiasm, and a positive attitude
- Good interpersonal skills, with good verbal and written communication skills
- Able to work under pressure and to meet challenging deadlines
- Ability to manage own daily workloads
- Open to feedback and ability to improve performance
- A strong passion/desire to be 'the best in class'
- Mature outlook and self-confident
- Have desire to learn and improve knowledge
- Polite and courteous with all customers
- Willingness to learn
- Speaks clearly and concisely at the appropriate pace
- Adopts a tone of voice that puts the customer at ease
- Demonstrate empathy or sympathy when required whilst remaining firm
- Takes ownership of their own actions and personal development
- Acts with credibility and integrity
- Always professional and demonstrates respect towards others at all times
- Smart in appearance, confident and loyal to both the company and team

Additional Features

- Flexibility of working shift patterns within a standard working week over 6 days.
- Willing to allow customers, prospects and visitors to sit and monitor calls
- To be responsible, whilst at work, for ensuring that reasonable care is taken for own health and safety and also for the health and safety of others

LetAlliance

Customers at the heart of it

