

## **Job Description**

**Job Title:** Rent On Time Lettings Manager

**Reports to:** Lettings Customer Development Manager

### **Role Purpose:**

The Rent On Time Lettings Manager will play a key part in the success of the Rent On Time Service, winning new business and leading the team in providing a first class tenancy and rent payment administration service.

Undertaking and overseeing all elements of the administration including tenancy administration, renewals and rent payment allocations, the role requires a great level of attention to detail and an understanding of the lettings industry.

### **Duties & Responsibilities:**

- Responsible for promoting Rent on Time, working with the Sales Team in winning and managing new Rent on Time letting agents
- Training letting agents on the Rent on Time product both over the phone and in person
- To lead the team in exceeding targets and delivering exceptional customer service by way of demonstrating a positive “will do attitude”, effective and motivational people management skills.
- Supporting the team in:
  - undertaking the administration of tenancies
  - collecting and allocating rents
  - deposit management and registration
  - processing of new tenancy applications
  - sending reference links to tenants
  - adding applicant and property details to our database
  - collecting missing information from the tenant/guarantor/agent when required and assisting with the completion of tenant references
  - processing of new Rent On Time orders
  - processing of tenancy extensions and rent reviews which involves chasing tenants/agents and landlords for their extension plans.
  - taking rent payments over the phone
- Responsible for portfolio transfers to Rent on Time
- The resolution of inbound queries from agents regarding the Rent On Time service.
- Setting up new customer accounts onto the system
- Effectively handling any complaints that are received regarding the Rent On Time service
- Assisting with the management of the inbox and taking telephone queries.
- Undertaking audits of Rent on Time processes, ensuring quality of service.
- To attend team training & meetings as required.
- Carry out any other tasks that may be required of you from your manager

## **Person Specification**

### **Attitude & Behaviour:**

- A real zest for life, enthusiasm, professionalism and a positive “can do” attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods

### **Knowledge, Skills & Experience:**

- Previous lettings and team management experience
- ARLA qualified or currently studying
- Ability to stay calm under pressure
- Methodical and thorough approach to work
- Organised
- Strong multitasker
- A great team player
- A desire to show initiative
- Flexible to working later during busy time
- Able to work one in three Saturdays
- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships