

your ocean

Lettings Move Manager
Job description
& responsibilities

the place for...
estate agents
property lawyers
financial services
lettings & management
land & new homes
wills & probate
surveyors
you.

the place for realising your potential

Ocean job description

Lettings Move Manager

Assist the lettings team, conduct all administrative and legal requirements to successfully let landlord's properties. Ensure Ocean policy and procedure adherence, due diligence and CPA/ARLA adherence. Organise tenancy agreements, ensure all parties are made aware of contractual obligations.

Monitor progress and provide advice and assistance to landlord and tenant to ensure readiness for legal tenancy. Provide excellent customer service, support all Ocean marketing activities and refer all Ocean services. Meet all goals and objectives agreed with line manager.

Key relationships:

Reports to:

- Manager, Assistant Manager in the absence of the Manager.

Works with:

- Team members and other sister companies for referrals.

Primary responsibilities:

Tenancy progression

- Assisting and supporting office organisation/opening for business policy adherence
- Managing and preparing all documentation for new tenants. Ensure readiness for tenancy start date
- Ensure tenant readiness for end of tenancy agreement
- Liaising with landlords and tenants to ensure adherence of contractual obligations
- Ensuring Gas Certificates, EICR reports, EPC's and PAT tests are valid/ordered as required
- Processing contract extensions
- Ordering and preparing 'check in's'/inventories internally and externally dependent on service agreement

- Ensuring insurance requirements are correct and valid
- Monitoring online reference process
- Obtain guarantor and/or advance payments as required
- Refer external services to clients where appropriate.

Marketing properties to let

- Ensure effective use of all marketing methods available to promote properties to all potential tenants
- Arrange viewing appointments
- Adherence to all CMA/ARLA due diligence and Money Laundering compliance.

Marketing Landlord service options

- Ensure effective use of all marketing tools available to promote all service options available to all potential landlords.

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Additional responsibilities

Office reception

- Assist and support office organisation/ opening for business policy adherence
- Assist with office reception
- Register tenants
- Match properties, provide property information
- Refer all Ocean services
- Promote all Ocean marketing activities
- Adherence to all health and safety/ security policies.

Online & telephone business

- Assist with booking of all appointment types
- Assist with enquiries
- Register tenants
- Refer Ocean services
- Maintain Ocean telephone and ebusiness policy
- Assume responsibility as directed by line manager to provide team and individual training, motivation and support.

Skills required

- Customer focused. Ability to provide high level of customer service in a sales driven environment
- Effective time management
- Excellent organisational skills
- Excellent communication skills
- Ability to use initiative to ensure productivity
- Ability to motivate self and contribute to a team
- Problem solving skills
- Delegation, follow up and feedback skills
- IT literate.