

HOLKHAM

JOB DESCRIPTION

TITLE	Lettings Co-ordinator, Land & Property
LOCATION	Holkham, Wells-next-the-Sea, Norfolk
REPORTING TO	General Manager, Land and Property

THE HOLKHAM ESTATE

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

OVERALL JOB PURPOSE

The Lettings Co-ordinator reports to the General Manager, Land & Property. It will be the principal point of contact for all new residential tenants, holiday lettings and will undertake annual property inspections and rent reviews on our 270 residential let properties. This is a customer facing position and will require time both in and out of the office.

MAIN RESPONSIBILITIES

Property Lettings:

- Residential Lettings – to manage all new lettings, marketing and check-in's/out.
- To administer tenant deposits through the DPS regarding all new lettings and end of
- Coordinate and manage annual inspections and rent reviews whilst ensuring they are correctly stated/diarised in Landmark.
- To work with the Building Manager / Building Surveyor to set and manage housing standards and to ensure jobs are undertaken in accordance with the Service Level Agreement.
- To act as the principal point of contact for all holiday lettings.
- To ensure that all new tenants are dealt with consistently and fairly and developing documentation to support policy decisions.

Property Sales:

- Manage property sales and marketing when required.

Essential Requirements

- Experienced in managing property lettings
- Strong organisational skills and proven track record of delivering objectives within agreed timescales
- Excellent interpersonal skills including the ability to deal with and resolve conflict
- Strong influencing skills and ability to build credibility
- Ability to build and maintain good relationships with customers
- Understanding of bookkeeping and financial reporting
- Experience of the property management sector
- Experience in identifying and reporting property repairs required
- Ability to check and maintain the required standard for Estate let properties.
- To ensure that all Company's policy and directives, codes of practice and regulations are complied with.
- Within the spirit of the job description undertake additional or amended duties appropriate to the post as may be allocated from time to time.

PERSONAL QUALITIES

- Customer focus.
- Proactive, enthusiastic and positive.
- Organised individual who has the ability to multi-task.
- Hands-on, ability to work independently and as part of a team so that goals are met.
- Good communicator.
- Ability to provide clear instructions.
- A positive attitude and an ability to work calmly under pressure.
- Act as ambassador for the Estate.

This is envisaged to be a full-time position but flexible working may be considered.