

Letting / Property Manager

Do you love building relationships and making connections? Do you want to have a job that pays you for socialising and helping people?

We have a fantastic opportunity to do just those things with a small, fast growing property management company in Oxford.

We are looking for someone hard-working, dedicated and willing to go the extra mile. If this sounds like you then please read on!

CHURCHILL Property Solutions is currently managing over 100 tenants in 17 houses in Oxford with more properties being taken on. All our properties are shared houses that are occupied by young professionals.

We pride ourselves on the quality of our accommodation and the great customer service we offer. We know that most letting agencies and property management companies don't care about the tenants - but we do and we like to go the extra mile to make sure our tenants are happy and comfortable in their homes!

You will work from 11am to 18 pm Monday to Friday combining work at our office and doing viewings on-site at the properties. You must regularly check email and answer phone calls from tenants.

The main responsibilities are as follows:

Matching Available Rooms with Potential Tenants

- Meeting and greeting the potential tenants at the properties and helping them decide if our rooms are the right fit for them by explaining all the benefits of our properties and our company. You will also be assessing potential tenants to ensure they will be a good fit with the current tenants.

Building Relationships with Local Businesses

- Connecting with local HR departments to understand their employees housing needs and keeping them updated of our room availability so they can pass our details to their employees.

Facilitate Tenant Happiness

- Managing relationships with current tenants to ensure they are happy in their homes.
- Providing welcome packs to new tenants and ensure their rooms are ready for them when they move in.
- Sending birthday, anniversary and holiday messages to current tenants.
- Maintaining an online community for the current tenants as a place where they can go for information and to keep us informed of any issues in the property.
- Keeping an eye on all tenant requests and making sure your CHURCHILL team members are responding and managing tenant queries in a timely manner.
- Organising social and fun events for our current tenants.

Monthly On-Site Visits

- Managing Social Media accounts with updates of available rooms, relevant Oxford posts and social events. Keeping a steady stream of interested potential tenants and creating a waiting list for available rooms.

Monthly On-Site Visits

- Visit each property on a monthly basis to ensure it is well maintained, comfortable, safe and inviting.

Administrative Duties

- Following up with potential tenants after the viewings to see if they need any more help or have any other questions (by phone, email and/or text).
- Using an online diary (generally Google calendar or Outlook calendar) and keeping it updated with your availability at all times
- Using online cloud systems to keep the rest of the team up-to-date with tenant matters.

Key attributes are as follows:

Required

- Full driving license and own car
- Excellent communication skills (English is a must and other languages are a bonus!)
- Work 11am to 18pm. Monday to Friday
- Timely - able to keep to schedule and be punctual for visits

Good to have

- Live locally in Oxford and have knowledge of the area
 - Previous letting agent experience
- You will be a self-starter who enjoys building relationships while delivering excellent customer service with great time management.

Attention to details and great communication skills are a must for this role.

Please only apply if you are prepared to go the extra mile for our clients when needed - we set high standards for ourselves and our clients and will expect them of you!

For the right person the "sky could be the limit." As the company grows so can you.

Ideally this is a long-term position with the possibility of managing other team members as the company grows.

Salary, compensation and hours:

This role has a basic salary element and a commission element.

You will receive a base salary of £ 1,333 per month (equating to £16,000 per annum).

You will receive a commission based on each new tenant that moves into a room - this commission is on a sliding scale related to minimizing voids.

This is a permanent position we will be responsible for all of your taxes and HMRC reporting requirements, PAYE scheme, insurance, holidays, or sick pay offered.

As the company grows there will be more opportunities and may be able to manage new team members. There may also be opportunities for additional commission and bonuses as we move to achieving KPIs and growing the business.

About us and how we work:

CHURCHILL Property Solutions is a fast growing property management company with properties mainly in Oxford. Our core values are happiness, goal oriented, team players and passion. While keeping an eye on the budgets and profits we want to ensure that our properties and service are of the highest quality. We want to be the premier provider of quality shared houses for young professionals in Oxford. Our tenants are our customers and we want to ensure they have a happy home.

We want to grow the company and build a team of passionate and friendly colleagues that can work together in a fun and flexible manner to provide excellent customer satisfaction.

You will report directly to the company directors and will have a key role and influence in the way the business is run. We strongly believe in doing the right thing and encouraging a positive, flexible environment.

Job Type: Full-Time

Required licence or certification:

- Full Drivers License

Benefits:

- Bonus scheme
 - 35h/w
 - 25 days Holidays paid
 - Company Pension
 - Company events & social hours
- Reference ID: Letting/ Property Manager

Benefits:

- Flexible working hours
 - Bonus scheme
 - Company events & social hours
- Reference ID: Letting / Property Manager

Job Types: Full-time, Contract, Permanent

Salary: £16,000.00 to £23,000.00 /year