**JOB DESCRIPTION**

**Lettings Coordinator**

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| **Department:** | Property Services |
| **Location:** | The Sandringham Estate, Norfolk |
| **Reporting to:** | Residential Manager |

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| **Background** |

The Sandringham Estate is the country retreat of His Majesty the King and totals 8,279 hectares (20,459 acres). The enterprises operating across the Estate are diverse and include let residential, commercial, and agricultural buildings, forestry, visitor enterprises, sawmill, and farming (in-hand and let).

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| **Job Purpose** |

The maintenance and improvement of the Sandringham Estate is of critical importance, together with constantly improving environmental performance through current and emerging technology and practices. The main function of the role is to support the Property Services department and to be the principal point of contact for all new and existing residential tenants. The successful candidate will be an ambassador for the Estate and lead by example.

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| **The Plan** |

The Plan encompasses the Estate’s overall Vision, Values and Objectives and sets the standards expected of Sandringham Estate employees, based on four pillars of People, Environment, Innovation and Organisation.

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| **Key Tasks and Main Responsibilities** |

Primary duties will cover arrange of administrative tasks in support of the Buildings Manager and the wider Property Services Team. The successful candidate will be the principal point of contact for all new and existing tenants. Key tasks and duties will include annual property inspections and administration tasks for the Estate’s residential let portfolio ensuring we provide a reliable and consistent service to our residents.

Duties further include ensuring housing standards are met through effective communication with the Property Services team and that all new and existing tenants are dealt with consistently and fairly.

You must carry out your duties to the best of your ability, having consideration for the needs of your colleagues and the Organisation and its clients/customers. You must abide by all lawful and reasonable orders given to you and comply with the Organisation’s rules, procedures and policies.

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| **Person Specification: The Candidate**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= |

We are looking for someone with experience within the Lettings industry and a passion to deliver excellent service. The successful candidate will be professional and as part of the wider team, strive to maintain this historic and valued residence for current and future generations of the monarchy.

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| **Person Specification: Essential Competencies and Skills**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= |

* Strong communication skills and a proven track record of building credibility and rapport.
* Ability to build and maintain good relationships with customers.
* Experience in identifying and reporting property repairs required.
* Ability to check and maintain the required standard for organisation's let properties.
* Strong organisational skills and proven track record of delivering objectives within agreed timescales.
* Successfully manage a busy workload, prioritising tasks correctly and keeping customers informed.
* Providing excellent customer service to clients both in the office, at properties and over the phone.
* To ensure effective communication across the organisation and all relevant departments to ensure a seamless customer service experience.
* General administration and accurate record keeping.
* Be positive and proactive.
* Ideally have previous experience within the lettings industry or a similar role.
* Have excellent problem solving, time management and customer service skills.
* Be comfortable using IT in general and software such as Excel, Word, Outlook etc
* Within the spirit of the job description undertake additional or amended duties appropriate to the post as may be allocated from time to time.

You need to have and maintain (with regular training and updates as necessary) the knowledge, technical skills and qualifications that are necessary to perform your job role to comply with the requirements of the Sandringham Estate and any applicable rules, regulations and with any law which applies to your job role.



A generous package is offered, including competitive salary and pension.

To apply, please send a C. V. and cover letter to [property@sandringhamestate.co.uk](mailto:property@sandringhamestate.co.uk) **Closing date: 30/09/2024**

A picture containing timeline

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