

Job Description

Job Title: Sales & Lettings Lead

Reports to: Head of Service Management

Direct Reports: Sales & Lettings Agents x 6

Overview

Andium Homes is Jersey's largest landlord, and manages more than 4,700 rental properties, providing excellent and affordable homes and highly valued landlord services for more than 10,000 islanders, alongside an annual programme of assisted purchase sales. We are also Jersey's largest developer with a programme of investment which will deliver at least 2,000 new rental and 1,000 new first-time buyer homes by 2030.

Andium Homes is a not for profit housing provider owned by the Government of Jersey. All our revenue comes from the rent paid by our tenants and our property sales, and we return £30m to Government each year.

With a challenging Business Plan to deliver, and plans for significant growth, we are looking for excellent, client focussed individuals to supplement our dedicated team of housing professionals.

Our Vision

Great homes and services for all who need them.

Our Values

- **Client obsessed;** We are obsessed with delivering an excellent and consistent client experience – every time!
- **Results driven;** We work hard to deliver tangible, commercial and sustainable benefits to our clients' and for our Island, in collaboration with our key stakeholders.
- **Passionate;** we are passionate, dynamic and proud to be part of Andium Homes
- **Resilient;** We are resilient, positive and self-motivated when working in a fast paced and ever-changing landscape.
- **Courageous;** We are courageous, pro-active and enjoy pushing the boundaries, in design, innovation and service delivery.
- **Act with integrity;** we act with integrity and honesty and build mutual trust and respect amongst ourselves, with our clients, our Guarantor and other stakeholders

The Role

The Sales and Lettings Lead is responsible for leading our sales and letting agents that work closely on a day-to-day basis between themselves and with our clients to ensure our properties are let within the shortest possible time, minimising lost rent, while also ensuring that our property sales targets are hit on a yearly basis.

With an extensive new build and refurbishment programme, coupled with sales of existing stock, it will require existing clients to be rehoused to make sites available for redevelopment or sales. Balancing the conflicting priorities of existing and new clients makes this role particularly interesting, highly rewarding and at times quite challenging. The sales and lettings lead will be responsible for ensuring both internal and external priorities are managed appropriately to ensure both the business and clients' needs are met.

With an ever increasing number of properties both for letting and sales, the Sales and Lettings lead will be responsible for maintaining and increasing our key stakeholders to deliver efficient and effective management of our properties.

If you would like to apply for this position, please email your CV and covering letter to careers@andiumhomes.je

Job Specific Outcomes

- Provide knowledge, oversight and management as required to the Sales and Lettings agents and other members of staff as the opportunities arise
- Leading by example and delegating tasks with the aim to exceed performance and targets set
- Motivating your team and new recruits, ensuring they receive the training and support they need to provide the best client experience
- Train the team to deliver a high and modern standard of client service
- Develop and update the annual sales and lettings strategy to ensure there is an effective plan in place to achieve the annual Strategic Business Plan targets
- Lead the day-to-day management of the Assisted Purchase Pathway and Andium Homebuy scheme ensuring prospective purchasers are knowledgeable by providing advice and guidance to clients and their representatives, including legal and financial agencies and building surveyor professionals
- Lead the client support service around our Choice Based Lettings Service to ensure that:
 - properties are let effectively and efficiently to achieve targets and maximise rental income.
 - the transfer of existing clients which may be necessary to facilitate business objectives are prioritised.
 - the numbers of empty properties at any one time are kept to a minimum to ensure lost revenue is kept to a minimum
- Document, manage and improve client sales and lettings procedures, policies and standards
- Maintain relationships with existing third party lenders to the Andium Homebuy scheme and take responsibility to ensure adequate future lending on the scheme to include development of new relationships to ensure maximum choice for our clients
- Be a QL and data champion / expert to ensure that accurate information is recorded
- Analyse statistics or other data to determine the level of properties sold and let by Andium, assisting management with weekly, monthly, quarterly and yearly reports
- Manage the sales and lettings expenditure budget
- Be the lead for changes/updates made to Andium's service and the impact to the Sales and Lettings Team
- Manage the team on a day to day, lead and support the team in hitting their corporate and personal goals. Overall responsible for the development and performance management of team members in line with our internal policies and procedure. Act as role model for the team, ensuring you uphold our core values in all interactions you have with your team and key stakeholders.
- Assist the management with hiring new Sales and Lettings Agents to Andium
- Undertaking performance review appraisals and recommending appropriate grades to management
- Assist management with hiring new Sales and Lettings Agents to Andium
- Work with Andium's Property Owner Associations representative to ensure legal requirements in each Constitution accord with relevant laws and regulations.
- Manage the preparation of new Property Owner Associations on newly listed property sale estates to include planning and communication with conveyancers and architects.
- Promoting client experience via our digital channels supporting growth in line with our digital strategy.
- Perform any other reasonable duties assigned by management.

Knowledge, Skill & Qualification & other Key requirements

- Educated to degree level, or able to demonstrate significant experience in the sales and lettings field
- Preference will be given to individuals who demonstrate experience
 - in the sales and lettings field
 - team leadership experience
- Excellent client service skills
- Excellent and balanced communication skills, both verbal and written
- Excellent prioritisation and organisation skills
- Team player
- Computer literacy, especially in the Microsoft Office Products, is essential together with the ability to be able to master bespoke packages with training.
- The candidate must demonstrate an understanding and alignment with Andium Homes values and attributes and behaviours that evidence an ethos suitable to the diversity of challenges encountered by the company.
- Entitled to work residential status
- Clean Drivers licence

Discretionary Benefits

- Competitive Salary
- Agile working
- Training & Development
- Enhances statutory benefits:
 - 25 Days holiday
 - 12 Weeks parental leave
- 16% Pension
- Comprehensive Private Medical (Axa) & Dental (Denplan) cover
- Parking in town, if required
- Retail & Leisure corporate discounts
- Social events

Subject to change

This Job Description & Discretionary Benefits are not contractual and may be subject to change without notice

Failure to fulfil the requirements of the role outlined above may lead to formal action.