



ANDIUM
HOMES

Sales and Lettings Team

As a member of the Sales and Lettings Team you will provide support to both client facing roles as the team work towards the vital objectives included within the 2018-2022 Strategic Business Plan. Andium Homes is a £48m turnover business with gross assets of £960m. Ensuring all our rental homes are let appropriately, in line with our allocations policy, will be a key part of the role and the candidate will work with the lettings team providing necessary support throughout the process. Affordable sales through our Andium Homebuy scheme provide first-time-buyer homes to families and individuals on the Affordable Housing Gateway. This is a great opportunity to be part of the most important transaction in a homebuyer's lifetime, whilst also ensuring the business generates crucial sales revenue to cross-subsidise ongoing capital projects.

Principal Accountabilities

- ⊕ Ensure the client is put at the heart of everything we do
- ⊕ Work with the Lettings Supervisor to ensure:
 - empty properties ("voids") are let within the KPI target time
 - voids remain below the KPI target
- ⊕ Work with the Sales Manager to ensure:
 - the annual sales target is achieved
 - property association tasks are complete within statutory timeframes
- ⊕ Take ownership of direct communication with our clients, to include face to face meetings, telephone conversations, e-mail and any other form of written correspondence
- ⊕ Provide additional administrative support across both teams as and when required
- ⊕ Take a real interest in the overall objectives of the business and look to learn and develop in order to progress through the organisation

Knowledge and Skill

- ⊕ Experience of an existing property management company desirable, not essential
- ⊕ Proficient in all Microsoft products, particularly excel and word
- ⊕ Housing management software experience desirable, not essential
- ⊕ Strong background in administration
- ⊕ Excellent attention to detail
- ⊕ Educated to A-level standard or similar
- ⊕ Exceptional inter-personal skills with a preference for clear experience in communicating effectively in challenging situations

Statistics

- ⊕ Between 300 and 400 new lettings per year
- ⊕ Between 40 and 60 sales of existing homes per year
- ⊕ Let and sell new homes as and when they are delivered by the capital team – 2,000 homes by 2025