



## UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

### LETTINGS & COMMUNITY REPRESENTATIVE

---

#### ROLE SUMMARY

---

LOWE are the leading independent property guardian company who specialise in providing property owners with a professional, efficient and low-cost solution to the issues arising from vacant buildings. In turn, we provide quality, inspiring and affordable accommodation for London's young professionals, keyworkers and creatives. We have a desire to do things differently and disrupt the property guardian market for the better.

We are looking for a new LOWE Lettings & Community Representative to join our growing guardian services team. You must be highly driven, enthusiastic and organised, with exceptional people skills and the ability to successfully host weekly viewings & community visits as a LOWE brand representative, with the objective of maximising occupancy and customer service levels across our portfolio of properties in London and the South East. This is a significant opportunity to work within a growing team be part of a business with ambitious plans for the future.

#### KEY RESPONSIBILITIES

---

- Selling prospective guardians into our portfolio of LOWE properties across London and the South East through property viewings, to maximise occupancy levels
- Hosting property viewings on behalf of the Lettings Manager whilst acting as a brand ambassador for LOWE, expressing the benefits on offer to prospective guardians
- Assisting with marketing content for new LOWE properties to be used across all platforms
- Organising and attending LOWE community visits at guardian properties on behalf of the Guardian Manager, responding to feedback raised, following up on deliverable action points with the objective of raising standards & improving overall customer experience levels
- Assisting with management of the LOWE guardian portfolio, from move-in to move-out, including day-to-day liaison, licence fee payments, serving notice and conflict management

#### ROLE PROFILE

---

- Self-motivated, highly driven individual who is willing to push themselves to achieve commercial results and customer service objectives for the business
- 1+ years experience in a customer service-related or commercial role
- A background in property is beneficial but not required
- Excellent customer service, communication and organisational skills
- Comfortable working in a dynamic, evolving and target driven environment
- Positive, outgoing and enthusiastic to do a high-quality job at all times
- Forward thinking with a strong and confident personality
- Able to work professionally and calmly under pressure
- Ability to prioritise workload, efficiently manage diary and time sheets
- Enthusiasm for identifying and embracing new ways of working and good practice

## BENEFITS

---

- Competitive salary with annual bonus, dependent on performance
- Progression opportunities supported by a structured training plan
- A dynamic, fun and vibrant working environment
- 25 days holiday (+ birthday day off)
- Regular social events and team outings