

## LETTINGS CONSULTANT

### About The LOWE Group

The LOWE Group are the leading property consultancy for vacant space management; providing property owners with cost-effective, innovative solutions to managing their buildings, which in turn create social impact and support local communities. We believe that vacant properties present inspiring spaces for place makers, key workers, and innovators to live, work and create and we are passionate about bringing these otherwise vacant spaces back to life.

### About the Role

As a Lettings Consultant, your role will be to ensure that we place the best possible candidates into our buildings as quickly as possible. You will be responsible for building thriving communities within each LOWE property and delivering real social impact. You'll be out and about, visiting our properties and meeting a wide range of people, so we're looking for a people-person who loves building great relationships, both within our portfolio and the wider community.

You will be part of a fast paced and dynamic team who are passionate about being the best at what they do. LOWE challenges the way our industry has traditionally been working; we separate ourselves from our competitors by being the most tenacious and professional operator in the market.

### KEY RESPONSIBILITIES

---

#### Application Management

- Generate viewings and lets a week in line with agreed SLAs.
- Review applications to ensure the best possible applicants are selected to live with LOWE.
- Follow up incomplete applications to ensure they are completed.
- Call each applicant, prioritising key workers, to qualify their application and recommend buildings to view through understanding the individual's needs.
- Ensure viewing access is obtained and applicants are called on the day and reminded of their viewing appointment.
- Carry out viewings. Follow up after a viewing with each applicant to obtain an offer or offer objections; recommending other buildings for them to view.

#### Quality Assurance

- Collect required licensee compliance documents in line with agreed SLAs.
- Review tenants referencing paperwork to ensure suitability of the licensee.
- Create and send licence agreements, collecting a signed copy.
- Arrange the setup of a direct debit with the licensee.

## Outreach

- Build and maintain relationships with local key worker institutions through meetings, phone calls and emails.
- Targeted leaflet drops to attract new applicants and increase brand awareness.
- Identify social media groups that LOWE can operate in to attract new applicants.

## LOWE Values

- Spread the word about LOWE and our great initiatives across local communities.
- A professional approach, demonstrating excellent attention to detail.
- Organised, with a flexible approach to a varied workload.
- Be able to provide excellent customer service with a 'can do' attitude.

## BENEFITS

---

- Competitive salary of £25,000 with annual bonus, dependent on performance.
- Progression opportunities supported by a structured training plan.
- 25 days holiday (+ birthday day off).
- Regular social events and team outings.