
Job Description

Job Role: Leasing Assistant

Location: Ancoats

Manchester life's vision is to set a new benchmark for residential property development in Manchester that will drive the sympathetic redevelopment of Ancoats and New Islington into vibrant sustainable communities.

Our ambition is to inspire people with beautiful, high quality spacious homes, with superb on site amenities including a residents' gym, communal club rooms, private outdoor space, private secure car parking and bicycle storage.

With a total of 860 homes for rent across four sites in Ancoats and New Islington

The Role

The Leasing Assistant will support the Leasing team in being the first point of engagement for future Manchester Life residents.

You will be the company representative interacting directly with prospective and current tenants, to enthusiastically convey the quality and benefits of Manchester Life and match this to the requirements of the applicants.

You will support the team in being responsible for administration of the leasing process from introduction to occupancy and maintain the business relationship and communication throughout the lifecycle of the tenancy.

You are dedicated to fostering continuing positive relationships with applicants and residents and to deliver exceptional levels of customer service to ensure maximum occupancy and tenant retention.

You will gain experience and training in learning to carry out all the Core functions and Key responsibilities of the Leasing Associates to become part of our highly successful Leasing team

Core Functions and Key Responsibilities:

- Respond to all lettings enquiries in a swift and courteous manner, registering enquiries and arranging appointments.
- Maintain and demonstrate an exemplary level of knowledge relating to Manchester Life properties, local knowledge, availability, pricing and amenities and those of our competitors.
- Maintain up to date knowledge of industry legislation, best practice and health and safety.
- Conduct apartment viewings and site tours.
- Follow up prospective applicants within a specified time, to maintain closing ratios and work to achieve and exceed budgeted occupancy percentages.
- Follow established procedures in qualification, screening and acceptance of applicants.
- Complete all pre-tenancy paperwork ensuring compliance with all legislative requirements and company policy.

- Promote and advise prospective tenants on the additional option for rented furniture packages in conjunction with our preferred partners.
- Promote and advise prospective tenants on the additional rental items available to their tenancy, bike storage, car parking etc.
- Accept and process payments in accordance with established procedures.
- Prepare all lease related paperwork in an accurate and timely manner. Explain all lease documents to new and existing residents and ensure that all documents are completed prior to move-in.
- Respond to tenant requests for lease variations.
- At the tenancy commencement and in conjunction with the compliance manager and concierge team, plan the accompanied move in process to ensure the allocation of lift time, parking for deliveries and arrivals and the fulfillment of all legislative requirements.
- Prior to the tenancy end contact the tenants to arrange viewings.
- At the tenancy end complete the accompanied move out procedure and all accompanying paperwork to ensure a smooth transition and to minimize void losses.
- Undertake administrative tasks associated with this role including updating the property database, Yardi and Rentcafe systems, Rightmove, Zoopla and other property portals.
- Utilize selection, retention and marketing strategies to generate activity and create prospect leads
- Assist with marketing updates, promotions and social media engagement.
- Contact residents in person and by written correspondence to arrange lease renewals and negotiate rent increases.
- Maintain daily operations for management of the tenancy
- Carry out move in /move out, mid-term and Ad hoc inspections and inventory checks and report on any items of concern.
- Following the MLML prevention and collection rent arrears policy maximize rental income by contacting tenants to resolve any incidence of late or non-payment of rent.
- Manage and monitor for resolution any breaches of tenancy conditions.
- Act as the initial point of contact and response for tenant complaints.
- Input to the establishment of the customer care promise and delivery system. Be proactive to contribute to target levels of tenant retention and satisfaction through exceptional levels of customer service.

Key competencies skills and experience:

- Previous experience in a property related customer facing role
- A passion and commitment to providing great service
- Keen interest in learning new skills to become part of the team
- Excellent written and verbal communication skills
- Negotiation, sales and marketing skills
- The ability to build good working relationships with a wide range of people
- Ability to work well under pressure
- Positive and flexible attitude
- Discreet and trustworthy

- Responsive problem solver

Job Type: Full-time