

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Negotiator
<b>REPORTS TO</b>	Lettings and Property Manager
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	HAWS Lettings Agency within Services
<b>LOCATION</b>	15-17 Madoc Street, Llandudno
<b>SALARY DETAILS</b>	Grade 6 (18.5 hours per week)

To actively assist in the development and growth of agreements with Private Sector Landlords collaboratively on behalf of the lettings agency HAWS.  
 To negotiate terms of the agreements with Private Landlords in line with legislation, policies and procedures. To ensure the timely letting of properties in order to meet partnership targets.

Promoting the lettings agency to attract new landlords into the portfolio  
 Negotiation with new landlords and sign up of properties on to the agency ensuring that properties are of an acceptable standard for letting  
 Coordination of allocations of properties including referencing of incoming tenants  
 Responsible for organising and completing property viewings in relation to private sector landlord properties  
 Keeping landlords regularly updated throughout the take-on process  
 Organise, attend and contribute to landlord forums and landlord network meetings in order to promote the lettings agency  
 Leading on the re-letting of current properties when they become available

### 4. MAIN ACCOUNTABILITIES

To seek out and generate new business in line with property portfolio requirements  
 To attend events and meetings to promote the agency as and when required  
 To provide a high quality, professional service to landlords and tenants  
 To carry out property valuations and negotiate with landlords in order to sign their properties up to the agency and promote the lettings agency services externally

To advise and work with landlords to ensure their properties are of a suitable standard to let

to promote the repairs service offered to landlords through Cartrefi Conwy

To undertake all aspects of marketing a property, including the drawing up of particulars

To facilitate a letting from the enquiry stage through to the time the tenant moves in, including the drawing up of tenancy agreements

| To ensure that properties are brought through the process and let as quickly as possible

To liaise with colleagues and partners to ensure the smooth running of the agency

To lead on and coordinate referencing for prospective tenants and ensure full qualification.

To arrange and carry out accompanied viewings and tenancy sign ups for landlords.

To act as the point of contact for and provide regular feedback to landlords, applicants and tenants

Complete all relevant paperwork and ensuring files are complete

Carrying out and recording an inventory for every property with full photos and meter readings.

Carrying out full and comprehensive sign ups for new tenants

Ensuring tenancies are started as quickly and positively as possible with regular updates provided to all parties involved

Attend property visits during tenancy if necessary for the purposes of re-letting when required.

To assist in providing information/responding to enquiries from a variety of stakeholders including preparing evidence and attending court if necessary.

Arrange and facilitate landlord's forums or any other meetings as requested.

Ensure that properties are promoted appropriately and in line with landlord requirements.

Undertake any other reasonable tasks consistent with the post.

## **5. CORPORATE ACCOUNTABILITIES**

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity

- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively both internally within the team and externally with other associations or agencies

## 6. WORK CONTEXT (environment, type of equipment)

The post has a significant requirement to travel locally throughout the borough and in some instances regionally. Out of office work is necessary to complete viewings and valuations as part of our private sector landlord management and for referencing of tenants. The regular use of ICT systems and technology is a requirement of the post.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

The post is expected to operate within agreed policies and procedures and work is typically self-paced in line with the needs of Private Sector landlords and the focus of the Conwy Housing Solutions partnership.

Examples of the decisions the post can take are:

- Providing or directing customers to the correct information.
- Deciding whether an applicant is suitable for a property based on the referencing information
- Deciding whether a property is of a suitable standard to accept into the portfolio
- Deciding what level of service can be offered to a landlord and any additional instructions if required

Examples of decisions that are referred are:

- Any items involving expenditure.
- Policy decisions.

Performance objectives are agreed with the Lettings and Property Manager and performance is subject to review under the agreed PDR process.

## 8. COMMUNICATIONS (the main communications that take place, frequency, purpose and method)

<b>INTERNAL</b>	<p>Daily contact with colleagues in the HAWS lettings agency and Lettings and Property Management Team.</p> <p>Daily contact by telephone or e-mail with Cartrefi Conwy colleagues to seek information for tenants, managers or other customers or with other functions</p>
<b>EXTERNAL</b>	<p>Daily contact with Private Sector landlords</p> <p>Daily contact with tenants or the general public to answer enquiries and follow up on requests for advice and information about the services Conwy Housing Solutions offer.</p> <p>Regular contact with third party agencies</p>

## 9. AREAS OF COMPLEXITY (what provides most stretch)

Meeting the expectations of tenants and landlords may offer some complexity to the post as their aspirations are not always aligned with the resources and capabilities of Conwy Housing Solutions and legislation.

## 10. AGREEMENT

**Job Holders' Signature:**

**Date:**

**Line Managers' Signature:**

**Date:**

# Person Specification

## PRIVATE SECTOR NEGOTIATOR

<b>ACADEMIC / PROFESSIONAL QUALIFICATIONS</b>	<b>Essential / Desirable</b>	<b>How this will be assessed</b>
Achievement of or progression towards a relevant professional qualification (i.e. ARLA, HHSRS, CIH)	Desirable	Application and Certification
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Highly motivated with a proven ability to work towards and achieve targets	Essential	Application/Interview
Experience of working with Landlords in the private sector	HD	Application/Interview
Knowledge of private sector housing law	HD	Application/Interview
Experience in assessing Landlords, properties and tenants for suitability	HD	Application/Interview
Knowledge of the local housing market	HD	Application/Interview
<b>SKILLS</b>		
Strong negotiation skills based on experience	Essential	Interview
Microsoft Office; Word; Excel (Basic User Level)	Essential	Ability Test
Good level of numeracy and literacy	Essential	Ability Test
Excellent communication and interpersonal skills	Essential	Application/Interview
Ability to work on your own initiative, as well as part of a team	Essential	Interview
Ability to prioritise and manage workload effectively and work well under pressure	Essential	Application/Interview
Ability to show initiative and develop new ways of working	Essential	Application/Interview

A full driving licence for use in the UK and use of a vehicle for work purposes	Essential*	Application/Interview
Welsh Language Skills	Highly Desirable	Application
<b>CORE CARTREFI</b>		
Serving Customers	Essential	Interview
Collaborating	Essential	Interview
Decision making	Essential	Interview
Improving	Essential	Interview
Communicating	Essential	Interview
Leading	Essential	Interview
Delivering Results	Essential	Interview

**\* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.**

**Cartrefi Conwy are committed to Equality and Diversity in our activities**