

## JOB DESCRIPTION

<b>Job Title</b>	<b>Member Helpline Advisor (Lettings)</b>
<b>Department</b>	<b>Member Services</b>
<b>Salary</b>	<b>C £25K</b>
<b>Reports to</b>	<b>Jan Hýtch</b>
<b>Send CV to</b>	To apply send your CV and cover letter to <a href="mailto:janhytch@propertymark.co.uk">janhytch@propertymark.co.uk</a>

### The Company:

Propertymark is the go-to organisation for property transactions and our focus is on helping people buy, sell, and rent their treasured homes. We help to protect and guide consumers in property transactions and all agencies displaying the Propertymark Protected logo meet higher standards than the law demands.

Propertymark is a membership organisation comprising several divisions and a sector-leading professional awarding body, Propertymark Qualifications. Members have to adhere to strict eligibility criteria and a code of practice and in turn, we provide resources, training, events and professional services to support the thousands of estate, letting and auctioneering agencies that are in membership.

### Benefits of working for Propertymark:

- Healthcare cash plan
- Insurance cover, four times annual salary
- Five per cent pension plan
- Generous annual leave allowance rewarding length of service
- Corporate bonus to reflect business performance
- A variety of regular social events to help staff get to know each other, stay in touch, and have fun
- Easy access location with free parking, fruit, and refreshments with fully equipped break facilities

### Job purpose:

To provide help and support to Propertymark member firms with their day-to-day lettings questions, signposting members to further information to assist them with their enquiries.

### Main duties and responsibilities:

- Answer telephone calls from members and provide signposting to internal and external resources
- Keep accurate records of discussions updating the membership CRM system
- Promote/signpost factsheets, FAQs and guidance on legislation and policy developments
- Feed information to help the creation of new resources for members
- Escalate complex L&T queries ensuring an accurate timely handover
- Keep up to speed with changing policy & legislation and the wider challenges facing the property industry generally, and Landlord & Tenant in particular

**Key working relationships:**

- Member firms
- Policy and Campaigns Team
- Legal support
- Marketing and Communications
- Compliance Team

**Job requirement/skills:**

- Exceptional Customer Service skills with excellent verbal and written communication.
- Proficient Microsoft Office
- Ability to work under pressure to meet SLAs
- Experience in lettings, lettings compliance and/or landlord and tenant law (preferable but not essential)
- Ability to listen and interpret member enquiries, and signpost to relevant advice

**Education/experience:**

- Experience working in residential lettings or landlord and tenant legal environment (desirable)
- Property or legal executive-related qualification (desirable)
- Experience of working in a fast-paced environment (essential)
- Committed to continuous professional development and further qualifications relevant to the role (essential)