

Resident Services Leasing Associate

Gatehouse Apartments, Southampton

Job Title

Resident Services Leasing
Associate

Industry

Real Estate

Employment Type

Permanent

Salary and Package

Competitive salary and benefits

Role Overview

A pivotal member of the front of house team, ensuring that Residents receive an excellent service, the building is maintained and managed efficiently to the Grainger standard and to assist in the prompt letting of the properties at the respective site.

Desired Skills & Experience:

- Previous experience working in organisations providing market rental properties, travel & tourism or hospitality is essential
- Previous leasing experience is essential
- Awareness of H&S requirements on site and a demonstrable ability to implement H&S when required
- Strong experience working at business/private events would be beneficial
- Previous experience of working in a team
- Strong written and verbal Communication
- Qualifications in property or customer service would be advantageous
- Previous experience of working towards and achieving targets
- A good communicator with strong interpersonal skills, including the ability to listen

Responsibilities will include, but are not limited to:

- Deliver the Grainger customer service strategy and standards.

- Conducting viewings and support with lettings journey
- Work closely with the Lettings Manager to ensure properties are presentable for letting
- Manage in-bound leads using Salesforce, and ensure prospective customers are kept in contact with available properties
- Provide effective feedback to lettings managers with customer feedback via Salesforce
- Commence the leasing journey through Salesforce and carry out Right to Rent checks and review references
- Work as a cohesive member of the Resident Service and wider operations team
- To ensure the delivery of high-quality services including front & back of house functions, amenity space management, voids & unit management, tenancy, income management and tenant involvement
- Manage & co-ordinate resident bookings of amenity space and cleaning as required
- Identify opportunities for enhanced service delivery to optimise customer experience
- Meet & Greet residents and handle complaints to an effective resolution
- Prepare and ensure the delivery of shift handover documents
- Log all, distribute and receipt keys, parcels and visitors

Rent Well. Live Well.



grainger plc

About Grainger

- These are exciting times for Grainger plc, an award-winning FTSE250 property company. As the UK's largest listed residential landlord, we are leading the way in the UK private rented sector and build-to-rent sector. Over the next five years our business will double in size, from a £3.2bn portfolio of c.9,650 rental homes in operation today, we are adding c.6,800 homes through our £1.8bn development pipeline.
- We operate in one of the most exciting and newest property markets in the UK, the emerging build-to-rent sector. We build high quality homes for rent. Our buildings are serviced by our amazing Resident Services Teams, which come complete with additional amenities including lounge, gym and co-working space – creating a vibrant community for our residents.
- With over 4.5m UK households renting, mostly from small private landlords, the UK rental market landscape is changing, demand is increasing, and the number of professional, large-scale build-to-rent landlords is rising, raising standards for renters and putting Grainger front and centre in this growth market.
- Grainger's business model is fully integrated – we invest in land and new residential developments, we design and develop homes, and we operate them. This means we offer a wide range of opportunities for people looking to further their career in an industry leading business.

- We are a socially positive business that puts people at the heart. We are changing the way people rent in the UK by providing high quality homes and great service, all at mid-market prices. We are building homes where people want to live, creating spaces residents enjoy and making a positive impact on local communities.
- Grainger's core purpose is 'Renting homes and Enriching lives', backed by four values:
 - Every Home Matters
 - People at the Heart
 - Leading the Way
 - Exceeding Expectations.
- We are also a leader in sustainability and ESG and a FTSE4Good business and have committed to the World Green Building Council's Net Zero Carbon Buildings Commitment. We are committed to supporting and increasing diversity throughout the business and the wider industry and to making a positive social impact locally, and we encourage our colleagues to support in the implementation of our community programmes.
- Grainger has an active colleague-led Diversity and Inclusion Network, which is open to everyone, and provides a forum for raising awareness and promoting inclusion and engagement across the whole business. We also work in partnership with our industry to promote diversity in the real estate sector, through initiatives including Real Estate Balance and the British Property Federation's Diversity and Inclusion Champions Network.

For further information

- To apply for this role, please send your CV and Covering Letter to hr@graingerplc.co.uk