

**Outline Job Description for  
Supervising Manager (Property Lettings Team)**

- Supervise and train staff to the degree required dependent upon their position and capability.
- Communicate regularly and routinely with client landlords, with regards to all aspects of letting their property including advice on legal and marketing matters.
- Use the company computer systems, particularly C.A.R.L. to maintain accurate and comprehensive records relating to client property.
- Answer face to face public enquiry, telephones, emails and correspondence to provide courteous, detailed and informed advice.
- Maintain the company diary taking appointments etc. ensuring those involved are aware of their appointments and have access to keys as may be necessary.
- Be responsible for the approval of tenants and generation and issue leases and other legal documents as required.
- Report any breach of lease conditions by tenants and recommend remedial actions to landlords.
- Recording and reporting maintenance matters also liaising with Maintenance staff to organise and monitor development work on behalf of, client landlords.
- Monitor and assure safety for tenants through use of maintenance safety records also checking furniture and smoke detection equipment etc reporting on same.
- Issue and return keys to approved persons, maintaining the key board using established procedures also recording and logging key movements.
- Liaise with and sell approved referencing and insurance products to landlords and tenants in compliance with the insurers requirements and guidelines. Ensuring you and your staff has a good understanding of compliance issues and data protection.
- Through both an independent provider and using internal procedures, carry out reference checks on prospective tenants determining their suitability and recommendation to client landlords.
- Generate and approve inventories and cleaning schedules for check-in and check-out, undertaken by yourself and others, ensuring they are to company standards.
- To arrange visits for preparing dilapidation/condition reports also determining deposit returns and as may be required presentations to approved TDS.
- Have achieved a recognised standard of training and assessment in Letting Agent studies such as ARLA and undertake continuous professional development making yourself aware of the legislation and codes of practice to which we work.