



UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

GUARDIAN LETTINGS MANAGER

ROLE SUMMARY

LOWE are the leading independent property guardian company who specialise in providing property owners with a professional, efficient and low-cost solution to the issues arising from vacant buildings. In turn, we provide quality, inspiring and affordable accommodation for London's young professionals, keyworkers and creatives. We have a desire to do things differently and disrupt the property guardian market for the better.

We are looking for a new Guardian Lettings Manager to lead our guardian viewings team. You must be highly driven, enthusiastic and organised, with exceptional people skills and a proven ability to manage a large volume of enquiries, viewings and vetting processes in order to maximise guardian occupancy levels across our portfolio of properties in London and the South East. This is a significant opportunity to work within a growing team be part of a business with ambitious plans for the future.

KEY RESPONSIBILITIES

- Managing the LOWE viewings team across our portfolio of properties in London and the South East, to maximise revenues and occupancy levels
- Developing and implementing team sales strategies to attract prospective guardians to new and existing LOWE properties, reporting directly to Head of Guardian Services
- Producing sales and marketing content for new properties to be used across all platforms
- Ensuring the website vacancy page is up-to-date with latest property vacancies
- Undertaking a thorough vetting process to ensure that applicants meet guardian requirements
- Managing team viewing schedules and conducting viewings whilst acting as a brand ambassador for LOWE, expressing the benefits on offer to prospective guardians. Communicating with potential guardians before and after viewings and completing viewing feedback forms
- Implementing the on-boarding process following offers placed on rooms/flats, including secondary vetting, background checks and interviews where appropriate
- Organise key-handover and introduction to Guardian Manager
- Maintaining guardian information documents, ensuring that they are up-to-date
- Managing mailing list and sending viewing mailers accordingly to maximise viewing numbers

ROLE PROFILE

- Self-motivated, financially driven manager who is willing to push themselves and their team to achieve results and increase revenues for the business
- Excellent customer service, communication and organisational skills
- Comfortable working in a dynamic, evolving and results driven environment
- Positive, outgoing and enthusiastic to do a high-quality job at all times
- Forward thinking with a strong and confident personality

- Able to work professionally and calmly under pressure
- Ability to prioritise workload, delegate and efficiently manage team diary and time sheets
- Enthusiasm for identifying and embracing new ways of working and good practice

BENEFITS

- Competitive salary structure with annual bonus, dependent on performance
- Progression opportunities supported by a structured training plan
- A dynamic, fun and vibrant working environment
- 25 days holiday (+ birthday day off)
- Regular social events and team outings