



**Sales & Lettings Negotiator
H&H Land & Estates**

Job Title: Sales & Lettings Negotiator, H&H Land & Estates

Reporting to: Branch Manager, H&H Land & Estates

Overall Job Purpose:

To advise clients on the sale, purchase and letting of properties and property related matters in order to generate income for the company in your designated area.

Primary Accountabilities

1. To act as a first point of contact (either face to face or on the telephone/email) and to provide a professional service as required to the clients of H&H Land & Estates including all aspects of the purchase, sale, let and development of properties.
2. To convince prospective clients that our agency is the right one to handle their sale/letting.
3. To meet with clients and assess their needs.
4. To provide ongoing support to the sellers/landlords of properties.
5. To provide all administration duties to support the role.
6. To reach agreed sales/lettings targets for the company.
7. To maintain regular contact with clients
8. To build a client base in your particular area.
9. To maintain accurate and appropriate client information.
10. To maintain a database in line with company procedures.
11. To monitor sales/lettings as they proceed and liaise with all interested parties including mortgage brokers, solicitors, surveyors and other estate agents.
12. To undertake accompanied viewing within your designated area if needed.
13. To improve the public perception of the company by representation at professional events as required and by face-to-face negotiations with clients.
14. To maintain current knowledge with regard to industry compliance and to ensure that any information received from outside agencies and relevant to the effective running of H&H Land & Estates is shared with other members of the estate agency team.
15. To ensure that the office is maintained in accordance with health and safety and visual branding standards.
16. To provide absence cover as required for other members of the estate agency team.
17. To greet clients and answer telephone calls and to either deal with the matter or to record the details so that an appropriate team member can take action accordingly.
18. To receive customer complaints and either refer them to Branch Manager/Head of Estate Agency or deal with them in accordance with appropriate procedures.

Secondary Accountabilities

1. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.
2. Other ad-hoc duties that the employer determines fall within the job holders capabilities.



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Essential requirements

1. To hold a full clean driving licence
2. To be a car owner with Class 1 business use insurance.