

LEGAL LETTINGS SUPPORT OFFICER

JOB DESCRIPTION

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| Job title | Legal Lettings Support Officer |
| Department | Member Services |
| Office location | Arbon House, 6 Tournament Court, Warwick, CV34 6LG |
| Salary | £22,000 – £24,000 |

JOB PURPOSE

To provide help and support to Propertymark member firms with their day-to-day legal questions, general business law, documentation and interpreting new legislation relating to residential lettings and Landlord & Tenant (L&T) law.

Main Duties and Responsibilities:

- Answer telephone calls from members and provide support.
- 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 new resources for members.
- Provide support on the completion of existing legal documents and templates.
- Escalate complex L&T legal queries ensuring an accurate timely handover.
- Keep up to speed with changing policy & legislation and the wider challenges facing the property industry generally, and L&T in particular.

Key working relationships:

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

Job Requirement / Skills:

- Ability to listen and interpret member enquiries, and signpost to relevant advice.
- Exceptional Customer Service skills with excellent verbal and written communication.
- Proficient Microsoft Office.
- Ability to work under pressure to meet SLAs.

Education / Experience:

- Experience of working in a residential lettings or legal environment (essential)
- 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)

June 2023