

JOB DESCRIPTION

Job Title	Membership Lettings Helpline Advisor
Department	Member Services
Salary	£22K-£25K
Reports to	

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:

- Experience in Lettings, Lettings Compliance, and/or Landlord & Tenant law
- 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 Landlord & Tenant 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)

SLA – Service Level Agreements

L&T – Landlord & Tenant