

tlc

Exceptional Estate Agents : Caring Community Curators

Job title: Client Accounts Leader and Client Relationship Builder

Reporting to: Cindy Baker and the Directors

Salary: Negotiable dependent on skills and experience

Ideal Office Hours: 09:00 – 18:00 Monday – Friday

Working Hours: Monday – Friday

Purpose of the position

Our Award Winning team needs an enthusiastic, dynamic, superbly organised, and committed individual who can help head up our Client Accounts Department of our successful and unique Estate Agency. You will be working with Cindy, Mihaela, Melissa and the Lettings and Property Management Team to ensure that the department is organised, effective and runs smoothly and that we build the very best relationships with our Landlords and Tenants that we can. The department is the most important in the business because at the end of the day the one thing we must get right above all else for the Clients is their financials! If they can trust that we will excel in the financials then they will trust us with everything else and we will have a great Client for life.

Ideal Responsibilities & duties

Responsibility 1 – Creating and maintaining strong client relationships with our Landlords and Tenants. Ensuring that a firm trust is established from the outset so that communication is fluid, easy, and frequent. Strong communication skills and the ability to listen are key.

Responsibility 2 – Daily Reconciliation of the Client bank account to make sure all rents are in and all contractors paid. In the building up to this rent reminders will have gone out and third-party remittance advices too. We pride ourselves on collecting rent efficiently and paying our suppliers punctually.

Responsibility 3 – The physical and digital files will be audited annually so they need to be meticulously kept. Once they reach you then you are the last line of checking and will need to make sure that the files find their way to the cabinet in perfect ARLA audit-ready heaven.

Responsibility 4 – You will need to work closely with Lettings and Property Management and advise of monies in, deposits sent to DPS (and the related certificate saved in file), chase any arrears, implement RPI rent increases, help manage Landlord floats.

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Responsibility 5 – You will need a good handle on Non-Resident Landlord Tax, so if you need to brush up then a comprehensive course awaits! Many of our Landlords are overseas and this is hugely important that our protocol and paperwork is perfect on this as we must report to HMRC regularly.

Responsibility 6 – You will need to keep an eye on day-to-day cheque register and cash book to ensure that we document all inbound and outbound cheques (not that many these days!) to ensure we comply with our ARLA obligations.

Responsibility 7 – Finally you will be expected to speak to our Clients and involve yourself in the community we serve. We are proud to be an integral part of the community in Earls Court and as such help run a plethora of events throughout the year; some of which you will be expected to attend. These events are our opportunity to really get to know our Clients and for them to get to know us; they show we care and that we really are a cut above the rest.

Academic & trades qualifications

ARLA Client Money regulatory / audit requirements experience is key

On the job qualifications we support in the role:

- ARLA and any other relevant industry qualifications you might like to learn more about such as non-resident Landlord Tax and ARMA requirements.
- Advanced Microsoft office courses
- Anything else you believe will improve you and your career with us.

Work experience & skills

Client Money handling experience is going to be essential – in particular ARLA audit regulations

Microsoft Office competence

Sage and Reapit software familiarity will help but is not essential

General exceptional references from previous employers are definitely going to be key.

Personal qualities & behavioural traits

Planning and Organisation Guru – The whole team will be relying on the relationships you build so you're going to need to excel in this field.

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Communication and Reaction – you will be the face and voice of the company so the ability to listen and understand what is needed in any situation is key. The ability to then communicate with our clients and your team making sure you all have / know what you need to be exceptional.

Team Player – This is essential as we judge ourselves as a unit and our teamwork and team spirit is key to our success.

Hard-working and fun – we bundle the two together here because you need to be a driven and committed individual wanting to excel at your job and also create a good atmosphere in the process. Whilst you are successfully doing that, we want to ensure that the role and environment is as productive and fun as it can be so that it keeps TLC as one of the best places to work. We like to reward and celebrate with staff for jobs well done – for us the two are always hand in hand.

Naturally inquisitive and problem-solving aptitude – Accounts is a precise science and every last penny needs to match and balance. You need to be keen to get to the bottom of any potentially unallocated monies and ensure that there are no mysteries in accounts!