

Job Title: Sales and Lettings Manager

Location: Cambridge

Salary: £30,000-£35,000 + Commission

Company: Citystay Property Agents



About Us:

Join our new, dynamic and forward-thinking estate agency in the heart of Cambridge. With a fresh perspective on property services, we are committed to redefining the real estate experience for our clients. Our innovative approach combines cutting-edge technology with exceptional customer service to create a seamless and enjoyable journey for buyers, sellers, landlords, and tenants.

Job Description:

We are seeking a motivated and experienced Sales and Lettings Manager. You will have a proven track record in the property market, exceptional leadership skills, and a passion for delivering outstanding service. As a Sales and Lettings Manager, you will play a crucial role in driving our business growth and ensuring the highest level of client satisfaction.

Are you an experienced sales & lettings negotiator / manager looking for the next, exciting step in your career?

Built on values of honesty, quality, transparency, and a commitment to being best in class, Citystay Property Agents want to hear from likeminded individuals ready to drive and help establish the brand.

Is this you?

Do you want to be a part of a brand-new venture, taking a fresh perspective and customer led approach to the delivery of estate agency services in Cambridge?

If so and you value the freedom to be creative and have autonomy over your role, with the support of a forward thinking and experienced board, then this role is for you!

Key Responsibilities:

- **Sales and Lettings Operations:**
 - Oversee the entire sales and lettings process, from property valuation to completion.
 - Ensure properties are presented to the highest standard and marketed effectively.
 - Conduct property viewings and negotiate offers with buyers, sellers, landlords, and tenants.
 - Handle all enquiries from prospective buyers, sellers, landlords, and tenants.
 - Perform valuations of both sales and letting properties.
 - Manage the preparation of tenancy agreements, contracts, and other necessary paperwork.
 - Oversee property maintenance issues and coordinate necessary repairs or improvements.
 - Manage lease renewals and negotiations with tenants.

- **Client Relationship Management:**
 - Build and maintain strong relationships with clients, providing exceptional customer service.

- Address and resolve client queries and concerns promptly and professionally.
- Conduct regular follow-ups with clients to ensure satisfaction and encourage repeat business.

- **Marketing, Market Analysis and Strategy:**

- Market Citystay Property Agents through regular posting, writing blogs and commentary articles.
- Develop and implement effective marketing strategies to attract clients and properties.
- Generate sales instructions and build landlord relationships through pro-active sales and marketing.
- Set up and manage social media platforms.
- Stay up-to-date with local market trends and developments.
- Provide insights and recommendations to the senior management team to inform business strategy.
- Monitor competitor activity and adjust strategies to maintain a competitive edge.
- Represent Citystay Property Agents at local and national events.

- **Compliance and Administration:**

- Ensure all sales and lettings activities comply with relevant legislation and industry standards.
- Manage all office administrative operations, including setting up new properties on our property management system, and maintaining accurate records of all transactions / communications/ client touch points.

- **Team Leadership and Development:**

It is the goal of the board for the success of this role to generate the requirement for additional supportive roles and therefore the successful candidate will also require the following skills:

- Manage, mentor, and motivate a team of sales and letting agents.
- Conduct regular training sessions to enhance team skills and knowledge.
- Set Key Performance Indicators and monitor progress to achieve targets.

Qualifications and Skills:

- Proven experience in a sales and lettings role within the property industry
- Propertymark qualified
- Strong sales acumen, with a tenacious ability to seek and convert instructions and bring landlords on board.
- Self-starter and motivated individual.
- Strong communication and interpersonal skills, with the ability to build rapport with clients and colleagues.
- Excellent negotiation skills.
- In-depth knowledge of the Cambridge property market.
- Ability to maintain strong client relationships.
- Proficiency in property management software and Microsoft Office Suite.
- High level of attention to detail and organisational skills.
- A proactive and results-driven mindset.
- Willingness to learn and adapt to new challenges.
- Full UK driving licence

What We Offer:

- Competitive salary £30-35K plus commission.
- Opportunities for career advancement and professional development.
- A supportive and collaborative work environment.
- Regular one to one personal development plan meetings with your line manager.
- Access to the latest technology and tools to enhance your performance.
- The support of an experienced, proven and motivated board of directors.
- Being a part of the Citystay Group team with its wide property industry skill base
- Health insurance?
- The opportunity to drive a readymade brand with freedom and autonomy and the backing of an experienced and established infrastructure.
- Private Medical Insurance (upon completion of 1 years' service).
- Healthcare cash plan (upon completion of 1 years' service).
- Enhanced annual leave for length of service.
- Cycle2Work Scheme member.
- Employee Assistance Programme.
- Free parking.

How to Apply:

If you are passionate about property and ready to lead a dynamic team in a thriving market, we would love to hear from you. Please submit your CV and a covering letter detailing your experience and why you are the ideal candidate for this role to ...

declan@citystaypropertyagents.co.uk

Why not take a look at our short recruitment [video](#) to give you a flavour of the role.

Please call Declan Fitzhenry (Managing Director) on 01223 658 228 should you wish to discuss any aspect of the role further.