



Thorntons
We do what's right

Our people are at the
heart of what we do

thorntons-law.co.uk

Property Letting Assistant

Part Time, St Andrews

Thorntons Property Letting Assistants provide a first class Customer Service experience and this is your chance to become part of our busy team. We continually look to improve our client experience to ensure we are always at the top of our game.

About you

You will be committed to building good relationships with clients and colleagues. You will communicate effectively with existing and potential clients both verbally and by written communication. You will contribute to the determination of team goals and targets. You will have excellent time and diary management and be able to maintain high standards whilst under pressure. Confidence and a 'can do' approach will be key skills for this role.

About us

Thorntons has grown significantly in recent years following a number of strategic mergers and investments into one of Scotland's top 5 independent law firms. Throughout its successful expansion, our focus has remained the same, to provide the highest quality legal advice and service, when and where clients need it.

We are progressive and ambitious. While we expect high standards from our people, we recognise and value the contribution they make to our business – and our success. We see the whole person, not just the person in the workplace – and we're aware that our people have busy lives outside work. Our advanced technology allows many of our people to benefit from agile working. It's simple common sense: do our best for our people and they'll do their best for us.

At Thorntons we pride ourselves on doing what is right, and as two time winners of the Scottish Business Insider Employer of the Year Awards you can see why our People choose, and enjoy a career with Thorntons.



Hours

- ▶ Monday to Friday, 9am to 1pm, 20 hours per week.

Benefits

- ▶ Competitive Salary
- ▶ Investment in Training, Development and Career Advancement Opportunities
- ▶ 25 days' holiday (rising with length of service to 30 days) plus 7 public holiday
- ▶ Contributory Pension Scheme
- ▶ Healthcare Cash Plan
- ▶ Corporate Discounts
- ▶ Cycle to Work



Please apply online at www.thorntons-law.co.uk/careers
The closing date for applications is 9am on Wednesday 19 January 2022



Job Description

Property Letting Assistant

Main Responsibilities

- Maintain a strong relationship with clients
- Dealing with enquiries on a daily basis including email/telephone queries and in person within the office
- Handling cash/cheque payments in accordance with set procedures
- Undertaking periodic inspections/viewings when required
- Action all faults reported by tenant/s
- Liaising with contractors, surveyors and tenants to provide access for speedy repairs to properties
- Chase outstanding invoices and quotes from contractors
- Welcoming clients to the office
- Make appointments for viewings/valuations/maintenance
- Preparing leases, occupancy agreements & processing notices on behalf of landlords and tenants – making appointments for signing in office or scan by e-mail
- Chase lease signing and deposits
- Data input & file management in accordance with set procedures
- Ensure winman is kept fully up to date and everything recorded on system
- Processing of tenant deposit returns/claims in accordance with set procedures
- CORs/CIRs instructing works for deposit claims
- Taking Sage payments
- Liaising with landlords/tenants/contractors face to face, by email, letter & telephone
- Dealing with daily mail
- Scanning trade invoices and passing to accounts
- Ensuring compliance with statutory frameworks e.g. PAT testing & Gas Safe



- Liaising with the maintenance department to help ensure problems are resolved as promptly as possible
- Taking client ID – Letting and other departments
- Advertising properties
- Checking offices health and safety issues such as fire alarm testing and bin collection
Processing / adding charges to landlord accounts for works carried out to maximise cashflow

Knowledge, Skills & Experience

The post holder will be capable of providing essential support to the Property Letting Team and will possess the following knowledge, skills and experience:

- IT Literacy
- Work in a customer service environment
- Strong Administrative skills
- Team working ethic
- Be well organised
- Excellent communication skills
- Excellent telephone manner
- Maintain a high standard of performance whilst under pressure
- Demonstrate confidence and responsibility
- Personable with a strong focus on client service and customer care
- 'Can do' approach
- Enthusiastic and positive
- Takes ownership and uses initiative
- Flexible and able to assist in the team

