

Role Title – Viewing Representative

Department – Branch Network

As a Viewing Representative you will be guaranteed 4 hours per week; overall hours will depend on business needs for this Cluster and may vary week on week – this is a great opportunity for someone looking for flexible working hours.

A Viewing Representative is a key position in the property sales process; we are looking for someone to join our Network team to arrange and attend viewings promoting properties to prospective purchasers and providing the best customer experience. The successful applicant will have excellent communication skills and will be able to provide advice and support to all customers guiding them through the whole viewing process; you will be growing the brand reputation by delivering a high level of customer service and representing The Nottingham's values.

The key responsibilities of this role include:

- Growing the brand reputation by delivering a high level of customer service, maintaining regular contact with customers and other stakeholders in a professional and efficient manner
- Understanding applicant's needs and probing where necessary to ensure all data is acquired
- Attending all accompanied viewings in a timely manner and ensure all viewings are promptly followed up and that the vendor is immediately advised of the details
- Optimising every opportunity to secure valuations and to obtain instructions, together with any referral opportunities
- Ensuring all the relevant administration and reporting takes place and keeping good notes of the feedback on the properties visited
- Ensuring that all activity is carried out in line with company policy, relevant legislation and budget
- Maintaining company product knowledge and legislation requirements
- Following set procedures and guidelines, including Health and Safety at all times

We are looking for individuals who can demonstrate:

- Self-motivation and the ability to work under minimal supervision
- Flexibility; with the ability to work at short notice on available days including weekends
- The ability to work in a team with excellent organisational skills
- A customer focused approach (property experience not essential)
- The ability to communicate effectively with clients and team members
- The ability to convey information accurately and clearly
- We do also require a full driving licence and suitable transport for this role.

Please read our job applicant privacy notice [here](#) to find out more information on the data we hold and collect from you, including what we do with that data, who we share your data with and your rights under Data Protection Regulations.

To apply please send your CV through to job-applications@thenottingham.com