

JOB DESCRIPTION

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| Job Title: | Assistant Branch Director |
| Site Location: | Swindon, Wilts |
| Department: | Residential Sales & Lettings |
| Purpose of Role: | To assist the Branch Director, responsible for the efficient and effective overall management and control of all aspects of branch operation |
| Responsible To: | Branch Director |
| Supervisory Responsibilities: | Sales & Lettings Managers |

Accountabilities/Main Duties

- 1) Support of Sales & Lettings Coordinator Tasks – Day to Day Monitoring and Motivation
- 2) Generate/convert additional/new revenue to the business
- 3) Performance Reviews of Sales & Lettings Coordinator
- 4) Daily & Weekly Branch Workload Planning
- 5) Customer Account Management
- 6) ROTA & Holiday Planning
- 7) Day to Day Business Performance Analysis
- 8) Internal Process and Marketing Audit
- 9) Management of Office Facilities Function
- 10) Support Development of Short Term Branch Strategy
- 11) Day to Day Support of Branch Director
- 12) Ensure completion of front-end sales administration, processes & procedures in relation to property/letting details are within target deadlines

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| Working Conditions: | Hours of work are commensurate with job role and position. Must hold full, current driving licence and possess own transport as local travel will be required. Business dress should be worn at all times. |
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| Qualifications: | Essential A Level education or equiv, preferably in Maths & English Language NVQ 3 in a business discipline Management/supervisory qualification | Desirable Degree in a business discipline or equiv |
| Experience: | Management – minimum 3 years exp at a middle management level or above ie. Team Leader Industry knowledge such as estate agency, relocation or property management – desirable although not essential Customer facing experience, particularly at consumer level A general understanding of company financial matters, budgetary control and/or P& L - desirable | |
| Salary & Benefits: | £18K - £22K depending upon skills and experience, plus bonus. Provision of a Stakeholder Pension Scheme | |
| Contracted Hours of Work: | Monday to Friday, 3 days 8:30am-5:30pm, 2 days 8:30am-6:30pm One Saturday in three (day off in lieu), 'on-call' one Sunday in three. | |
| Holiday Entitlement: | 20 days per annum, rising to a maximum of 25 days per annum over 5 years | |
| Other Benefits: | Use of company pool car. | |
| Prospects: | Opportunities for career advancement | |
| Other Information: | | |