

Job Specification

Leasing Associate

About Native Residential:

Native Residential (www.native-residential.com) is the fastest growing independent Build to Rent (“BTR”) operator in the UK with over 5,000 apartments across 15 sites either operating or in our delivery pipeline. These assets are typically large-scale mixed-use schemes with up to 675 units in a single site including not just BTR but also commercial offices, retail, F&B & public realm, all of which is operated by Native Residential. Our clients include some of the biggest names in institutional investment including British Land, Landsec, Baupost, LaSalle, Ares, AIG and CDL, local authorities & Invesco to name a few.

Our team is our greatest strength. Join Native Residential, and you'll work alongside the best and the brightest in property, hospitality, technology and marketing – in an environment where your talents are valued, nurtured and developed. Our purpose is to create sustainable communities with soul. Native Residential began life as a hospitality business, and a warm, welcoming, service-minded ethos still shines through in everything we do. It's how we create an environment where everyone feels at home.

Sustainability is at the heart of our business. We are proud to be on our B Corp journey and are continually working on meaningful ways to reduce our carbon footprint and increase social value in the communities in which we operate. For us, conducting business responsibly and equitably is not just the right thing to do—it's a smart business strategy.

Summary of Position:

The Leasing Administrator role executes the community's marketing, leasing, and renewal strategies to achieve occupancy, revenue, and resident retention goals by performing all activities related to leasing to new residents, providing resident satisfaction throughout the term of the lease, and securing resident lease renewals.

Your objective will be to ensure that all data is accurately maintained, and that all leasing documentation is checked for accuracy and stored in our database.

There are four key pillars that will underpin the job holder's success within this role includes:

Resident satisfaction: You will facilitate a facilities strategy that focusses on preventative and reactive maintenance across the business, to ensure that every customer has an exceptional experience when visiting or living at our properties across the portfolio. It is our aim that each residential property is in the top three BTR assets in its area on Homeviews.

Income and expenditure management: You will seek ways to improve our service and facilities management, to ensure that our clients see an exceptional return on investment. You will be at the forefront of the building facilities to ensure costs are controlled and maximum revenue is achieved from rental opportunities.

Operational excellence: You will spearhead operational excellence across the Community.

Team Management and Development: You will support and champion your own and your teammates development and growth of our “best in class” team who love working for Native together.

Principle Duties & Responsibilities:

- Deliver an exceptional experience to every person, beginning with an unmatched first impression and building rapport with other team members, visitors, investor and clients, and both prospective and current residents.
- Supports leasing team by administrating Leases and Renewals using RealPage system.
- Performs all sales and leasing activities to achieve the community’s revenue and occupancy goals by greeting and qualifying prospective residents, organising community tours and apartment viewings, processing applications, preparing the lease and move-in package, and ensuring a smooth resident move-in and lease signing.
- Uses the on-site community management software application to track apartments availability, record traffic and leasing activities, manage resident and future resident’s data, and capture critical demographic and other information about existing and future residents.
- Follows-up with future guests and new residents to ensure satisfaction by sending e-mail, thank-you notes, and cards or making telephone calls or other contacts to finalise decisions to lease and/or renew.
- Executes activities in support of the community’s lease renewal program by preparing lease renewal letters and packages for residents, meeting with and contacting renewing residents in advance of move-out dates and ensuring that lease renewal documents are signed and implemented on time.
- Responds quickly and courteously to resident concerns and questions and takes prompt action to solve problems and/or document and convey resident or other requests to the appropriate individual.
- Completes various accounting, financial, administrative reports.
- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organisational standards, and operational processes related to area of responsibility and reporting violations or infractions to appropriate individual.

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- Follows health & safety procedures and policies in accordance with company, community, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment damage, Associate/visitor/resident injuries or accidents, or other safety issues to appropriate individual.
- Identifies areas for improvement and offers suggestions and recommendations to improve efficiency and productivity.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications or utilizing other appropriate method to obtain business and professional information and applies knowledge and practices to area of responsibility.
- Ability to keep sensitive information highly confidential at all times.

If you're ready to be our next Native, you'll probably