



COMPANY CULTURE & PROFILE

Kemp & Kemp Residential is a leading edge brand of Estate Agent setting new standards of performance and client care within the quality sector of the residential property market in Oxfordshire.

We combine years of experience with a fresh and innovative approach resulting in local, national and international exposure giving buyers, sellers, landlords and tenants unrivalled levels of service. Our very modern and entrepreneurial culture attracts driven and exciting people to it and this is where we clearly differentiate ourselves from our competitors in the sector.

Created to compete head on with the traditional national / international estate agency brands, we are looking to increase market share by attracting the best people to what is a rapidly growing, dynamic and thriving business.

We are currently recruiting a **Residential Property Consultant** to join our team based at our modern office in Summertown, where the culture is open and friendly with an excellent team spirit.

THE ROLE

This is a new role providing a platform for someone to develop and grow with the role and lead to the growth of a department; below is a list of main duties and tasks currently allocated to the position, all of which are measured against set targets and highly incentivised:

- & Management of new & existing sales applicants using the in house Customer Relationship Management system.
- & To carry out data cleansing, maintain and update the CRM system accurately and in accordance with data protection requirements.
- & Identify, select and build effective relationships with potential clients and existing key applicants by use of appropriate questioning and clarification providing a highly personalised service.
- & To provide qualified leads and book valuation appointments for the Sales team to generate new sales instructions generating new business to increase the year on year valuation volume as % of applicants registered with properties to sell.
- & Identify client requirements and match those to our property portfolio to generate new appointments to maintain and improve activity levels.
- & To identify and qualify opportunities for cross selling Kemp & Kemp Services to generate business including – Mortgage leads, Insurance, Stamp Duty Land Tax Mitigation, Property Management and Investment.
- & To follow up marketing campaigns and events to generate new prospect leads by telephone, email and face to face.
- & Accompany viewings generated from telephone activity, feeding back and following up with vendor, sales negotiator and applicant.
- & Generate offers and successfully negotiate sales upon viewings you have generated.
- & Meet with a Director weekly to report on activity levels against targets.
- & To work together with other divisions within the organisation to identify and process improvements, efficiency and profitability.
- & To take responsibility to keep up to date with current and future Estate Agent legislation.
- & To take responsibility to ensure a good level of understanding and knowledge of all instructions and services is maintained at all time, ensuring client queries can be dealt with accurately and appropriately.

REMUNERATION & PROFESSIONAL DEVELOPMENT

A fantastic opportunity to join a market leader that will offer ongoing training and development with long term career progression and a competitive commission structure for high achievers.

A vocational qualification will be actively encouraged.

Derived from an element of basic salary - £15k - £20k depending on level of experience with a monthly and annual bonus scheme there is the opportunity to earn £40,000 +

HOURS OF WORK

Monday to Friday 8.45am – 6.00pm and one Saturday in four 10.00am to 4.00pm

BENEFITS

The company will provide a company car, staff car parking & mobile telephone

PERSON SPECIFICATION/ REQUIREMENTS

Full UK driving license

An articulate, confident communicator who is able to relate to, and create trust with ease.

The applicant must possess a minimum of 2 years successful selling or telemarketing experience (not necessarily within the property industry or within an Estate Agent environment)

Proven relationship building skills – selling skills probing, listening

HOLIDAY

20 days per year rising to 25 days per year

THE NEXT STEPS

If you would like to be considered for this role, please could you send your C.V. by email or post for the attention of Nina Langford with a **covering letter** stating:

- Reasons for interest
- Key skills and experience
- Any areas for development
- Current salary / salary requirement
- Notice period / availability

nlangford@kempandkemp.co.uk or
Kemp & Kemp Residential
The Studio
Grove Street
Summertown, OX2 7JT

The closing date for applications will be Wednesday 18th January 2012 and first interviews will take place on Thursday 26th January 2012 with second interviews on Tuesday 31st January 2012.