

HEAD OF RESIDENTIAL DEPARTMENT

About Arnolds Keys

Arnolds Keys offers the complete property service across Norfolk. With a range of specialist expertise and experience, Arnolds Keys provides Residential, Commercial, and Agricultural Property Consultancy and is one of the largest independent Estate Agencies and Chartered Surveyors in the county, with offices in Norwich City Centre, Aylsham and Sheringham.

Arnolds Keys also includes Keys Holiday Cottages, a Holiday Lettings business providing rural and coastal retreats.

Residential Estate Agency is a core area of our business, and we are seeking a dynamic and motivated individual to lead the growth and development of the department.

The Role

- Act as the figurehead of Arnolds Keys Estate Agency division
- Develop and implement the firm's residential strategy.
- Review business plan objectives to ensure ongoing alignment and relevance.
- Achieve improved turnover against budget and department profitability
- Embody the firm's culture and maintain high employee engagement.
- Train and induct new residential staff.
- Be accountable for uniform standards across all branches.
- Ensure that our estate agency service complies with current legislation.
- Support and observe branch staff and deal with day-to-day staff issues.
- Manage day-to-day performance of residential sales teams, carry out and deliver performance reviews.
- Be responsible for clear and accurate written and verbal communications.
- Implement branch and team performance plans.
- Responsible for leading departmental business development activities.
- Work closely with other departments and cross refer work.
- Chair monthly Residential Manager meetings.
- Lead and co-ordinate marketing initiatives for the department
- Strengthen the position of the Arnolds Keys brand, proven by increased listings both in quality and volume.
- Carrying out and winning market appraisals.
- Negotiating sales, where required.

Requirements

- Leadership – possess and demonstrate leadership ability
- Excellent communication skills.
- A team player
- Ability to anticipate problems and resolve them swiftly
- Excellent planning skills with ability to set and meet objectives
- Initiative – be a self-starter
- Reliability – be dependable, thorough and precise in everything that is undertaken.
- Ability to meet set goals with a proven record of achieving revenue targets.
- Experience conducting market appraisals across a range of properties.
- Knowledge of industry rules and regulations.

What we can offer

- Competitive salary commensurate with experience
- Performance related bonus
- Generous holiday allowance increasing with length of service, additional day for Birthday and discretionary day at Christmas with ability to purchase additional holiday.
- Sponsored professional membership and CPD (where applicable).
- Career progression with a route to Partnership.