

## Head of Client Accounts

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Company: Dexters Estate Agent Group

Location: United Kingdom

Category: office-and-administrative-support

**Main purpose of the role:** Operational management of the client accounts team, ensuring support and keeping with a high level of service.

**Hours:** Monday-Friday 8.30am-5.30pm

**Location:** Hanworth, TW13

**Salary:** £45,000-£50,000 DOE

### Key Responsibilities:

- Day to day operational performance of the department - Key is supporting and managing the team day to day.
- Adhering to agreed procedures and targets
- Working with Team Managers to establish individual targets, catch ups and appraisals
- Working with Directors in the wider business to maintain operations
- Problem solving and improving operations
- System maintenance
- Account corrections
- Understanding the reporting tool within CFP Winman Software
- Full account reconciliations
- Understanding lettings procedures as well as any rules and regulations
- Team support and training

- Team motivation
- Staff management
- Staff recruitment
- Providing support to our front offices and other back office support departments
- Dealing directly with any queries which have escalated
- Diffusing any difficult situations which may arise
- Customer focused

### **Requirements & Skills:**

- Proven Client Accounting experience
- Full understanding of client account functions and its procedures
- Excellent communication
- Able to problem solve
- Works well under pressure
- Team player
- Leadership skills
- Confident
- Motivated
- Decisive
- Methodical
- ARLA Qualified
- Knowledge of CFP Winman software

### **Company Benefits**

- Generous reward packages with uncapped commission
- Fast track career options
- Pension contribution scheme
- Comprehensive training programme from apprenticeship to industry qualifications
- Team and social events
- Birthday day off
- Generous holiday allowance, 25 days+ (including extra days for long service)
- Paid day off to volunteer at the charity of your choice
- Wellbeing support

- Beauty and fitness discounts
- Enhanced Maternity and Paternity
- Season ticket loan
- Cycle to work scheme including Forest bikes

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