## Job description

**The role**

Rightmove Landlord and Tenant Services (RLTS) is growing. We’re an ambitious lot who really celebrate ideas and innovation, championing our people to play an influential part in our journey. We have some truly exciting plans to make our flagship referencing team even bigger and better in 2022 meaning now is the perfect time to get involved in an exciting growing business with lots of opportunity.

As a company we reference prospective tenants for rental homes across the UK and offer our customers and prospective tenants home services to help them get settled. It is a fast-paced role with opportunities to grow into various other positions within the business as the company evolves and expand. We care about investing in our people and helping them become the best they can be.We pride ourselves on having a dynamic office that offers fantastic customer service to our clients and require passionate and committed individuals to join us as we continue our growth.

 **A typical week might involve**:

· Progressing applications for prospective tenants and ensuring they are completed in a timely manner.

· Making phone calls and sending emails to chase responses from applicants, landlords, employers, and any other relevant referees.

· Taking phone calls and assessing emails to update applications and our customers of progress.

· Completing detailed and accurate final reports to reflect all investigations and recommendations based on information gathered.

**We’re looking for someone who has**:

· A passion for customer service.

· Ability and drive to work in a fast-paced environment.

· Experience in managing varying workloads.

· Excellent verbal and written communication.

· Ability to work within a team to achieve team, department, and business goals.

· Good judgement and a decisive mindset.

Although being technically capable and experienced is important, ultimately, we are looking for someone with a positive, hardworking attitude who genuinely cares about the delivering a world class service for our customers and consumers.

**About us**

We are on a mission to ‘help people make the right move’, we launched in 2000 with a will to make home-hunting happy, by showing all property in just one place.

A great success story, we’re an established member of the FTSE 100 and one of the biggest home-grown web brands in the UK. Despite our success, we remain a down-to-earth bunch and we encourage and support all Rightmovers to continuously develop themselves.

Together we work towards the best outcome, both in terms of our technical solutions and continued business growth. We are always on the lookout for the great new people to join our team. If you are a smart and passionate initiative-taker then get in touch. You could be part of the next chapter of the Rightmove story!

We believe that ensuring diversity of background and experience will lead to a more fun and inclusive workplace and the creation of better products for our users. We are an equal opportunities employer, come and help us make home moving easier.

**Did you know that?**

· Rightmove was meant to be called 'Doorknob.' But it didn't quite have the same ring to it

· We still have employee #1 working at Rightmove

· Last year we had (on average) 1.5 billion-page views a month

Job Types: Full-time, Permanent

Salary: £21,000.00 per year