

Role: Head of Lettings & Property Management

Contract: Full Time – Permanent

Location: East Belfast

Reports to: Director

Salary: Competitive, dependent on experience

Company Background:

Simon Brien is Northern Ireland's leading estate agency, boasting over 40 years' experience and 45,000 properties transacted. The company operates in private residential and new homes sales, premier homes and country estates, as well as land sales and consultancy. We also manage an extensive lettings and property management portfolio

The company's success is built on the traditional values of customer care, extensive experience and personalised service, all underpinned by world-class technology enabling operational and service excellence. In 2024, Simon Brien proudly joined Sherry FitzGerald Group, the largest estate agency in the Republic of Ireland, with more than 100 offices, including over 70 franchise locations. Sherry FitzGerald are the exclusive Irish affiliate to Christie's International Real Estate. This partnership gives Simon Brien customers, selling luxury homes in Northern Ireland, unparalleled access to exclusive international markets via the Christies network.

The ethos of Simon Brien is built on traditional values of customer care, long established experience, and a professional and personal service for all our clients.

Job Summary:

We are seeking a dynamic and experienced **Head of Lettings & Property Management** to lead and grow our lettings and property management division. This role is responsible for driving business growth, ensuring operational excellence, and maintaining high standards of customer service. The successful candidate will oversee team performance, compliance, and profitability while implementing strategies to enhance market share and client satisfaction.

Key Responsibilities:

- **Strategic Leadership:** Develop and execute business plans to grow the lettings and property management portfolio.
- **Operational Management:** Oversee day-to-day operations, ensuring efficiency, compliance, and service excellence.
- **Team Leadership:** Manage and mentor a team of property managers, negotiators, lettings valuer and support staff.

- **Business Development:** Drive revenue growth through new client acquisition and expansion of services.
- **Compliance & Regulations:** Ensure adherence to all legal and industry regulations, including tenancy laws and property standards.
- **Customer Experience:** Maintain high levels of client satisfaction through excellent communication and service delivery.
- **Financial Performance:** Monitor budgets, forecasts, and key performance indicators (KPIs) to optimize profitability.

Key Skills & Experience:

- Proven leadership experience in lettings and property management.
- Strong knowledge of property legislation and compliance requirements.
- Commercial mindset with a track record of business growth.
- Excellent people management and communication skills.
- Ability to develop and implement strategic initiatives.

What We Offer:

- Competitive salary and benefits package.
- Opportunity to work in a dynamic and collaborative environment.
- Professional development and growth opportunities

How to Apply:

To apply, please send your CV (including your National Insurance Number) to careers@simonbrien.com with the subject line **“Head of Lettings and Property Management”** outlining how you meet each of the skills and responsibilities.

Please ensure you clearly demonstrate how you meet the above criteria in your CV. Please also complete the attached **Monitoring form** (with National Insurance Number). Applications will be considered incomplete if the monitoring form is not returned.