



JOB DESCRIPTION	
JOB TITLE	Trainee Advisor
REPORTS TO	Policy Manager
SALARY	£28,000 - 35 hours a week
LOCATION	Home based with occasion attendance at training courses and events required
MAIN PURPOSE AND SCOPE OF JOB	Answering queries, via phone calls, providing informed advice to members of SAL
DUTIES AND KEY RESPONSIBILITIES	
Advising Landlord Members	<ul style="list-style-type: none"> • Giving telephone advice to members providing a consistent and informed response to detailed queries about the private rental sector • Log details of calls in a clear manner to ensure other team members can understand what advice was given for future reference and follow up queries • Emailing members supplemental documents/resources where needed after phone advice • Maintain high levels of satisfaction, measured through feedback, call assessments and other measures • Actively listen and respond with practical solutions and focused advice • Promptly consult other team members if uncertain about what advice to give to a member • Liaise with other departments and carry out any other general duties as required
Internal Processes	<ul style="list-style-type: none"> • Feedback issues that landlords are facing to colleagues to ensure that consistent messaging / content can be developed and represents the SAL view • Propose improvements to SAL content to improve the member journey and internal processes • Actively contribute in the development of SAL's policy campaigns and meeting our strategic objectives
Personal Development	<ul style="list-style-type: none"> • Identify development needs including legislation and use content available (SAL website/ CPD / self-learning etc.) to learn, refresh and review knowledge • Ensure knowledge is updated as legislation and best practice evolves • Actively attend and participate in knowledge sharing and workshop activities including regular training courses that will enhance knowledge in the organisation • Ensure call assessments, call handling skills and customer service skills are to a high standard

PERSON SPECIFICATION	
Qualifications	<ul style="list-style-type: none"> • CIH/LAS Letwell qualified
Skills & Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills and communication skills • Excellent customer service skills • Professional telephone manner with the ability to build a rapport and keenness to help others from an advisory capacity including signposting and supporting members • Ability to give advice in a concise manner in order to assist the maximum number of members at times of high demand • Good knowledge of Microsoft Office and similar packages and able to work with and adapt to new technologies • Ability to work successfully within a team or on own initiative • Be able to demonstrate an excellent attention to detail • Ability to work under pressure • Able to digest information quickly and translate to members in a clear manner
Experience	<ul style="list-style-type: none"> • Experience of the private rental sector from working for a letting agency or property management company • Experience of working in an administration/office environment or home working • Experience of dealing with the public with regards to listening skills and resilience
Knowledge	<ul style="list-style-type: none"> • Understanding of private rented sector legislation • Knowledge of the practicalities of property management and the needs of letting agents, landlords and tenants
Personal Attributes and other requirements	<ul style="list-style-type: none"> • Must be self-organised and represent SAL and work in a professional and confidential manner • Ability to work within a team as well as individually and under pressure at times of high demand

To apply please send your CV to info@scottishlandlords.com by 8th January 2024.