

Relocation Advisor

Location Abingdon OX14 1TN or Basingstoke RG21 6YT (flexible - depending on candidate)

Job type Full time

Salary Competitive

Company overview Robinsons are one of the largest independent relocation solution providers in Europe. With access to global operations in over 180 countries, we relocate in excess of 10,000 families every year. Robinsons provide a fresh determination to look at Global Relocation challenges in a new way rather than simply accepting conventional methods and attitudes. We ensure our clients are at the centre of everything we do and continue to build on the company's long established core values of openness, honesty and transparency to constantly develop unique and tangible benefits for their clients.

Role overview The primary purpose of the Advisor is to provide clients with a personal service that is a business focused solution when relocating either into the UK or transferring out of the UK with their organisation.

Responsibilities

- Continually develop their destination services to ensure that our clients receive excellence and value for money at all times in line with the company's strategic objectives.
- Deliver services according to best practice and comply with agreed Key Performance Indicators
- Build productive working relationships with key internal stakeholders, external clients and agent partners.
- Case-manage relocations, ensuring the successful delivery of a broad range of destination and relocation services to the relocatee and their family.
- Carrying out tenancy negotiations on behalf of our clients and their employees, ensuring that the tenancy agreement reflects the agreed terms and conforms to good practice in residential lettings and management.
- Co-ordinating the employee's move into the chosen property.
- Building and developing close working relationships with the client and the relocating employee.
- Keeping the client up to date at the agreed times and wherever necessary. Keeping their records and case management system up to date at all times.
- Producing invoices and management reports as required.

Essential skills or experience

- Passionate about providing good customer service and willing to go the extra mile.
- Experience of working for a relocation / destination service provider in a comparable role.
- Thrives under pressure in time critical situations.
- Able to cope with a challenge in a demanding client focused environment.
- Demonstrate team ethos and make positive contribution to the team goals.
- Ability to listen and empathise with assignees to understand their needs whilst managing expectation to ensure realistic appreciation of the market.

Additional Information You may have experience of the following: Relocation Advisor, Relocation Coordinator, Destination Services, Relocation Consultant, Tenancy Negotiator, Senior Customer Service Advisor in a commercial role etc.

How to apply Please send your cv and covering letter to recruitment@robinsonsrlo.com