

Associate Director Tenancy Services



Location: Main hub – Chestertons Tower Bridge, with contact time required within other London Tenancy Services Team locations

Salary Benchmark (2025):

Reporting to: Head of Campions Tenancy Services (London)

Direct Reports: Tenancy Services Team

Role Overview

The Associate Director within Tenancy Services is a key operational leadership role within the Campions Lettings Operations Division.

This role is responsible for managing the day-to-day delivery of tenancy services across the tenancy lifecycle, including rent reviews, tenancy variations, and vacates, ensuring a consistent, compliant, and high-quality service for landlords and tenants.

Working closely with the Head of Campions Tenancy Services (London), the Associate Director will ensure processes are applied consistently across all London brands, service standards are met, and operational performance targets are achieved.

A central focus of the role is driving customer service excellence, retention of landlords and tenants, and efficient tenancy management, ensuring all in-tenancy matters are handled professionally, compliantly, and in a timely manner.

The role manages a team responsible for tenancy services across our London brands, ensuring statutory requirements are met while maintaining strong service levels and commercial performance through effective tenancy management and tenancy variation negotiations.

Leadership & Team Management

- Lead and manage a Tenancy Services team, creating a high-performance culture focused on service quality, accountability, and efficiency.
- Support the implementation of the Tenancy Services Target Operating Model and ensure team adherence to operational processes and standards.
- Provide regular coaching, feedback, and performance management to ensure individuals meet service and compliance expectations.

- Monitor team capacity and workload distribution to ensure efficient management of rent reviews, renewals, variations, notices, and tenancy terminations.
- Act as the first escalation point for complex tenancy issues, customer concerns, or operational challenges.
- Promote collaboration with other operational teams including tenancy progression, property management, client accounts, and branch teams.
- Support recruitment, onboarding, and ongoing development of team members.
- Work with the Head of Tenancy Services and Campions Learning & Development to ensure effective training and capability development within the team.
- Work with the Head of Tenancy Services and colleagues across Lettings Operations to deliver on projects that effect the department.

Operational Delivery & Process Management

- Manage the day-to-day delivery of tenancy services including rent reviews, renewals, variations, notices, and tenancy terminations.
- Ensure rent reviews are negotiated and agreed where appropriate using documented comparable market evidence.
- Oversee the accurate preparation and issuing of tenancy documentation, including renewal agreements and statutory notices.
- Monitor tenancy pipelines and ensure renewals, notices, and tenancy changes are processed efficiently and within required timelines.
- Ensure processes are applied consistently across all brands and all operational teams.
- Maintain clear operational communication between branches, property managers, tenancy progression teams, and client accounts.
- Support the integration of newly acquired tenancy portfolios into the tenancy services function where required.
- Identify operational inefficiencies or recurring issues and provide feedback to support continuous improvement.

Compliance & Legal Oversight

- Ensure all tenancy management activity complies with UK housing legislation and regulatory requirements.
- Oversee the correct service and processing of tenancy notices, and work with nominated legal partners to issue Section 8 notices for Assured Periodic Tenancies.
- Ensure all tenancy documentation and communications meet internal compliance standards.
- Maintain accurate records and audit trails for tenancy activity.
- Work closely with nominated legal partners where tenancy breaches or legal proceedings arise.
- Ensure risks are identified and escalated appropriately to senior leadership when required.

Customer & Stakeholder Service

- Deliver a high standard of customer service for both landlords and tenants throughout the tenancy lifecycle.
- Ensure landlords and tenants receive clear, timely, and professional communication regarding tenancy matters.
- Work closely with branch managers and lettings teams to ensure effective coordination of tenancy services activity.
- Handle escalated service issues or complaints professionally and in line with company procedures.
- Support initiatives designed to improve customer satisfaction and strengthen landlord and tenant retention.
- Act as a key operational contact point between branches, landlords, tenants, and internal operational teams.

Performance & Commercial Focus

- Monitor and report on team performance including renewal rates, service response times, compliance accuracy, and operational efficiency.
- Identify opportunities to improve renewal conversion rates and minimise tenancy churn.
- Ensure re-let instructions, sales referrals, and end-of-tenancy processes are handled efficiently.
- Provide operational insights and reporting to the Head of Tenancy Services regarding team performance and pipeline activity.
- Ensure the team consistently meets departmental service standards and operational KPIs.

Qualifications & Experience

- Experience in tenancy management, lettings operations, compliance, or central lettings services within an estate agency or property management business.
- Previous experience supervising or managing a team in a customer service or operational environment.
- Strong knowledge of UK housing legislation and tenancy management processes.
- Holds Propertymark Level 3 qualification
- Strong organisational skills with the ability to manage multiple cases and competing priorities.
- Excellent communication and stakeholder management skills.
- Customer-focused mindset with a strong commitment to service quality and compliance.