



Frequently Asked Questions: CentralStaff

We have noticed that there are some questions that we are regularly asked by the applicants during the recruitment process. To make it easier for you we have compiled a list of questions that you we think you will find useful.



Best Independent
Estate Agency
The Home Sale
Network Awards





Who are Chancellors?

Chancellors Group of Estate Agents is an independent company. We have been in business for over 200 years and have 50 branches within the UK. We are a Medium Sized Enterprise with approximately 330 employees. Chancellors Group of Estate Agents operates under three trading names, Chancellors, Anscombe and Ringland and Russell Baldwin and Bright.

Our Reputation:

We pride ourselves on the reputation we have built after years of hard work and market know-how. In 2006 Chancellors was awarded two prestigious National awards. We were awarded the Cartus Cup which is awarded to the best agent in a network of almost 750 agents. In the same year we also won 8 awards including the 'Best UK Estate Agency' at the Daily Mail UK Property Awards

What other jobs does Chancellors offer?

At Chancellors, we offer host of other vacancies as well as Negotiator positions:

Information Technology:

Our highly skilled Information Technology department provides full and comprehensive company wide support to our employees. Our team of 10+ staff are responsible for developing in-house systems and ensuring the reliability of the technology on a day to day basis. These systems include our bespoke database, Company wide Intranet and our award winning Website.

The department is split into two main sections. One area focuses on the development of the IT systems used throughout the company whilst the other members are geared towards providing on-hand day to day technical support to our employees. This integral team is on-hand 6 days a week to ensure our employees can provide our customers with an efficient and effective service whilst being able to benefit from the most up to date technologies.

We are always keen to support and develop our employees in the IT department and are open to any suggestions regarding potential courses and qualifications that could further improve their skills and technical know-how. On the arrival of a new vacancy we often look for any possible promotions within the department.

We have a low turnover of staff in our IT department and most employees tend to stay with us for many years but vacancies do however occasionally arise so it is always worth keeping an eye on our website for any new career opportunities.

Customer Service/ Administration:

At Chancellors, we offer host of Customer Service and Administrator positions. Our Henley based Property Management office employs approximately 50 people in a variety of different positions. We also have accounts and telesales roles. Our Thameside office works as a vital bridge between our branches, tenants and their landlords. This hardworking but sociable office ensures we constantly deliver a first rate level of customer service.





What departments are there in the Thameside office?

We have a number of roles in the following departments:

- Central Accounts
- Customer Service
- Debt Recovery
- Deposits
- Legal Department
- Renewals
- Repairs
- Safety
- Lettings Accounts
- Refurbishment
- Outbound Call Centre
- Property Management

Do I need previous experience for these roles?

It depends on the role. We understand the calibre of the applicant is the most important factor but proven customer service skills or previous administration experience is always advantageous. You will however receive full training for all positions.

How do I apply for a position?

Once you have seen an advert that you are interested in, you simply send your CV and a covering letter stating why you think you would make a good member of our team to careers@chancellors.co.uk. As soon as we receive your CV and personality profile we send your details to a Company Director for short-listing.

Career Development:

We are always keen to support our employees to further their career development. In our Property Management you will be given the opportunity to train to ARLA legal level one standards (**Association of Registered Letting Agents**). This is a Nationally recognised qualification which will allow you to benefit from your extra knowledge of the industry.

Some employees in our Accounts department also train for specific accountancy qualifications such as the CIMA qualification. (**Chartered Institute of Management Accountants**). These qualifications will act as a hugely influential vehicle for further career progression and growth. We welcome any suggestions for further advancement and are keen to hear about any ideas for advancement from our employees.

There also exist significant opportunities for career progression both inside the Thameside operation, where a number of our supervisory roles have been filled from within, or with a move to one of our branches where a number of employees have made the transition to become successful branch negotiators.

I am interested in the property field but I am not exactly sure what I want to do.

If you have an interest in the property field but you are not yet sure which route to pursue, joining one of our non-operational teams is the perfect way to gain hands on experience in the industry. In one of our administrative or customer service roles you will learn about the inner working of the field and gain a valuable insight into the everyday workings of the business.





How do you gain recognition for your success?

As well as the obvious recognition such as a promotion or a pay rise, the Thameside office holds quarterly prize giving events. The prizes are aimed to reward the individuals who have gone the extra mile and really impressed the Managers. These prizes are a perfect chance to be recognised for your hard work and as well as advertising your success to the company.

How much support will I receive?

All departments are assigned a Supervisor who is always on hand to guide and support you throughout the daily running of the business. You will also attend three month and nine month Performance Reviews with your manager. These are a valuable tool in enabling you to build on your strengths and benefit from your Managers experience and advice.

