

Frequently Asked Questions:

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

Who are Chancellors?

The Chancellors Group of Estate Agents is an independent company. We have been in business for over 200 years and has 45 branches within the UK. We are a Medium Sized Enterprise with approximately 380 employees. Chancellors Group of Estate Agents operates under three trading names, Chancellors, Anscombe and Ringland and Russell Baldwin and Bright.

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

What happens next?

If you are successful at short-listing stage you will be invited to take part in a telephone interview to discuss the position further. The next stage would be a face to face interview with one of the Directors or Managers.

Our Reputation?

We pride ourselves on the reputation we have built after years of hard work and market know-how. We are consistently winning industry awards, including the Cartus Cup which is awarded to the best agent in a network of almost 750 agents and the Daily Mail UK Property Awards Best Large Agent.

Branch Staff - What will I get paid?

Your salary consists of four main elements:

1. Basic
2. Car Allowance
3. Commission
4. 3rd Party Referrals

Must I have a car to work for Chancellors?

All front line members of staff who work in the branches must have their own vehicle to use for work purposes which is insured for business use. Tax relief can be claimed for business mileage.

Do you provide a Graduate Training Scheme?

Yes. Our Graduate Scheme is on-going throughout the year, meaning you don't need to wait until September to apply for a position. The aim of the scheme is to allow graduates to reach a position of responsibility between 9 and 18 months of starting the programme. A Director will act as your mentor and who will be on hand to guide and support you throughout the scheme. You are encouraged to put forward ideas on business opportunities and how we can improve as a company.

What are the working hours?

Our standard office hours in the branches are from 8:45 a.m. until 6:00 p.m. Monday to Friday and 8:45 a.m. to 5:00 p.m. every other Saturday.

The normal office hours outside the operational areas are 9:00 to 17:30 Monday to Friday.

What other jobs does Chancellors offer?

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

Customer Service/ Administration:

At Chancellors, we offer a number 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.

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.

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 as to whether they will be successful. We offer a range of trainee positions that are designed specifically for people who are new to the industry. We generally prefer our employees to have previous sales experience, proven customer service skills or previous administration experience.. You will however receive full training for all positions.

What career prospects can Chancellors offer me?

Chancellors want to support you and drive your career as far as you want to take it.

We all work very closely together. There also exist significant opportunities for career progression and we will look to promote internally when there is someone with the right skills who is ready and wishes to progress. The Directors have a receptive relationship with the employees and are quick to reward success.

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.

Do you have any part-time positions?

Most of our branches have Weekend Negotiators who work alongside the team to help the running of the branch on a Saturday. Weekend Negotiators conduct property viewings and register applicants. This is the perfect role to gain an insight into the daily running of our company and the estate agency industry. Chancellors also have a number of part-time roles.

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?

Recognising and rewarding good performance is so important to us that it is a central theme at our kick off meetings. Every quarter we get together all of the operational staff to discuss:

- Our business – what have we achieved as a company, our successes, where we need to focus in the coming quarter.
- Initiatives and News – launching new products, services and initiatives that enable us to differentiate ourselves from our competitors and give our teams the tools they need to be top performers.
- Promotions - sharing and recognising promotions.
- Winners - announcing the winners of our league tables and sharing who has achieved this quarter's super bonuses.