

James B R Henderson
43/12 Victoria Park Parade, Zetland, Sydney, NSW, 2017
jbrhenderson@outlook.com | 0401266945

Profile Summary

A highly motivated and analytical professional with over five years of proven success in customer-facing leadership and operational management roles. Experienced in championing service excellence, leading and coaching teams to meet and exceed KPIs, and managing complex client relationships. Seeking a challenging yet exciting role to leverage expertise in driving continuous improvement, operational efficiency, and embedding a 'customer-first' culture. I am currently on a Working Holiday Visa and my work rights can potentially be extended until 2028. I am looking for a long term investment and commitment with the right organisation that may lead to sponsorship.

Qualifications

2024 to 2025	Level 3 Certificate for Sales and Lettings Agents (CELA) via ABBE
2014 to 2017	Birmingham City University Product Development & Marketing BA Hons

Work Experience

June 2024 to April 2025	Little Mansions Lettings Manager (Corporate Office Manager)
<ul style="list-style-type: none">• Managed all day-to-day business and office operations, reporting directly to company directors on performance, risk, and growth opportunities.• Led and supported a multi-function team, setting KPIs, running daily performance meetings, and embedding accountability across the business.• Owned operational reporting, building and maintaining Excel dashboards tracking property stock, monthly lettings, revenue, and profitability.• Implemented process improvements that enhanced workflow efficiency and reporting accuracy.• Oversaw HR administration including leave management, staff issues, onboarding support, and performance matters.• Acted as a key escalation point for complex client and operational issues.	
July 2022 to June 2024	Little Mansions Senior Property Manager
<ul style="list-style-type: none">• Trained new employees on business procedures, including managing enquiries, arranging viewings and liaising with landlords and tenants.• Mentored new staff, providing ongoing support and guidance to foster their professional growth.• Conducted quarterly appraisals to evaluate employee performance, discuss career paths, and identify areas for improvement.• Managed new property appraisals and secured listings by negotiating business terms, fees, and rental amounts with landlords.• Provided expert guidance to landlords on legally required compliance documents, ensuring all new properties met regulatory standards.	
July 2020 to July 2022	Little Mansions Property Manager
<ul style="list-style-type: none">• Personally responsible for over 130 residential properties, which tasks include marketing, generating new tenancies, administrative procedures, and settling disputes between landlords and tenants.• Dealt with online enquires and arranging physical viewings with the aim of finding a suitable tenant for available stock.• Made sure that any history logs relating to complaints, applications, and maintenance requests are updated due to the importance of creating a 'paper trail.'	

- Handled incoming phone calls and assisted in a formal and effective manner or transferred call onto the relevant department.
- Draft new AST (Assured Short-Term Tenancy) agreements which require specific clauses to be added to the addendum to suit the property's/landlord's needs and requirements.
- Administer tenant occupancy which includes making sure the correct documentation is signed by all parties, providing the tenant with emergency contact details, rent collection procedures, and maintenance procedures.
- Analyse account information to monitor the progress of rent payments being made throughout the portfolio and chasing any rental arrears from tenants who have not paid the rent that they owe.
- Ensure that any maintenance requests submitted by tenants are processed quickly and efficiently so that a solution can be obtained.
- Responsible for making sure that all government enforced compliance including Gas Safety (CP12) and Electrical Safety (EICR) certificates is adhered to and is distributed accordingly to all parties.

November 2018 to July 2020

Lookers - Mercedes-Benz | **Operations Supervisor**

- Oversaw the daily intake of used car stock at regional PDI centre.
- Assessed each individual vehicle for damage and made claims directly to MBUK in the event of excessive damage to reclaim costs/compensation for repairs.
- Retrieved quotes from local business to repair any minor damage quickly and efficiently.
- Liaised with multiple dealerships within the region regarding the progress of their own stock vehicles.
- Drove change to implement efficient and effective strategies as advised by management.
- Part of a team of digital developers in the creation of high quality content within agreed project deadlines.

August 2017 to October 2018

Marks & Spencer | **Customer Assistant**

- Learnt the importance of customer service within a large organisation and how valuable it is in order to achieve customer satisfaction and therefore repeat custom.
- Took on and relished the role of deputy manager during managerial absence.
- Responsible for tracking the shop floor inventory and creating digital stock lists in order to replenish empty shelves.
- Demonstrated flexibility, regarding shift patterns, by taking opportunities presented to me to work night shifts during busy periods.

Competencies/Skills

Partnership & Relationship Building

Proven ability to liaise with high-value clients and communicate effectively at all levels of an organisation. Experience fostering strong working relationships and collaborating to achieve shared goals and KPIs.

Commercial Acumen & Negotiation

Track record of negotiating business terms and fees to secure listings and drive growth. Experience analysing profit and tracking business performance to implement strategic operational improvements.

Technology & Systems

Wealth of experience using CRM systems, including **CFPwinMan and Alto**. Proficient in data analysis using Excel and creating digital stock lists.

Leadership & Management

Over 5 years in leadership roles, encompassing training, performance appraisals, dispute resolution, and managing daily business operations

Extra Curricular

- **Driving License:** AU & UK Full and Clean.
- **Work Rights:** Eligible to work in Australia (WHV 417). Seeking long-term role with potential pathway to employer sponsorship.