

ROLE PROFILE

DEPARTMENT: Housing Services

JOB TITLE: Lettings Officer

REPORTING TO: Voids and Lettings Manager

OVERALL AIM OF THE SERVICE:

Allocate properties to customers with minimal void loss, ensuring any support needs are identified and working with the Asset Management Team ensure high levels of customer satisfaction with the condition of their new home.

OVERALL AIM OF THE JOB:

Co-ordinate and administer the process for re-letting of empty properties so that homes are empty for the shortest period possible.

RESPONSIBILITIES:

- Ensuring customer receive a high quality service.
- To present a positive and professional image of Midland Heart.
- Ensure Midland Heart standards, policies and procedures are followed at all times.
- To ensure the lettings process is well administered and co-ordinated.
- Void loss is minimised and re-let times are amongst the best in the housing sector.

MAIN DUTIES:

- Support and encourage households through the mutual exchange process in a variety of ways where appropriate, including telephone support, face-to-face meetings with customers, attending customer events and open days.
- Promote mutual exchange to tenants of Midland Heart and Homes Direct partners leading to an increased number of mutual exchanges among social housing tenants.
- Ensure that all Mutual Exchanges applications are processed on Homes Direct in a timely manner.
- Process customer requests to end their tenancy.
- Maintain tenancy records on the IT system including starting and ending tenancies.
- Arranging pre-void inspections with surveyors and customers.
- Design and place adverts for Midland Heart properties on the internal and external choice based letting schemes.
- Preparing, requesting and maintaining short lists from the internal choice based letting scheme and local authorities.
- Feedback to local authorities the outcome of nominations.
- Working with maintenance staff to ensure that voids processes are managed in an efficient manner so that properties are returned at the required standard in accordance with agreed timeframes.
- Offer properties to customers in accordance with the Allocations Policy and Procedure.
- Update customers with the progress of repairing their new home so they can plan to move in as soon as it is ready to let.
- Work with support workers in supported housing schemes to enable them to prepare customers to move as soon as their home is ready to move into.
- Working with Neighbourhood Services Officers arrange property viewings and sign-ups.

- Undertake pre-tenancy interviews with new customers.
- Refer customers to support services to meet identified needs so that they can sustain their new tenancy.
- Creatively letting hard to let properties.
- Any other reasonable duties in relation to administering the void property process and letting homes.

PERSON SPECIFICATION (E) = Essential, (D) = Desirable:

	Application	Interview	Test
Education, qualifications and training			
Full, current manual driving licence and access to own vehicle for work use or the ability to travel the MH geography.	X		
Ability to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE.	X		
Experience			
A demonstrable track record of effective communication with a range of internal and external customers both individually and collectively.	X	X	
Experience of customer focussed service delivery.	X	X	X
Track record of ensuring that work gets done correctly first time and working to deadlines. (E)	X	X	X
Experience of working with different sections of the community including with those with complex needs.	X	X	
Knowledge & Skills			
Good self-organisation skills, ability to prioritise tasks and work to agreed deadlines. (E)	X	X	X
Strong verbal and written communication skills. (E)	X		
An ability to influence colleagues to deliver a shared objective.	X		
An ability to engage hard to reach groups to achieve specific aims.		X	
Knowledge and competence in use of IT systems.		X	
The ability to communicate clearly and persuasively with people inside and outside the organisation.		X	
Understands the barriers customers may face when accessing housing and sustaining their own tenancy.	X		
Ability to persevere and maintain standards under pressure. (E)	X	X	
An understanding of the lettings processes, housing law and different tenures. (D)	X		
Can work creatively to find leads to let vacant hard to let properties.		X	
Behaviours			
A positive approach to problem-solving; takes initiative and responsibility for improving services; identifies weaknesses or failures, <u>develops and implements solutions</u>	X	X	
Is able to work to Midland Heart values		X	