

## ROLE PROFILE

<b>Role Title:</b>	Lettings Officer
<b>Department:</b>	Housing Operations
<b>Role Purpose:</b>	<p>Co-ordinate and administer the process for re-letting of empty properties so that homes are empty for the shortest period possible.</p> <p>Allocate properties in line with Midland Heart standards, policies and procedures, ensuring support needs are identified to help sustain tenancies and working with Asset Management to maintain high levels of customer satisfaction.</p> <p>To minimise void loss and achieve re-let times that are amongst the best in the housing sector and contribute to the continuous improvement of business processes across the service.</p>
<b>Reporting to:</b>	Voids and Lettings Manager
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	Standard DBS
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Possess an excellent knowledge of housing policy and ensure that all allocations of accommodation are made in accordance with relevant policy and legislation.</li> <li>• Effectively and efficiently manage and let empty homes from receipt of notice to date of occupation.</li> <li>• Maintain tenancy records on IT systems, including starting and ending tenancies and processing customer requests to end tenancies, checking that correct notice periods are given.</li> <li>• Design and place adverts for Midland Heart properties on internal and external choice based letting websites keeping to strict deadlines to contribute to meeting void performance indicators.</li> <li>• Prepare, request and maintain short lists from the internal choice based letting scheme and local authorities ensuring applicant's eligibility and housing need is verified as accurate and meets the bedroom requirements set out in the allocations policy.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Interview customers over the phone or face to face to complete pre-tenancy assessments. Offer tenancies in line with agreed policies and liaise with the Voids and Lettings Manager where circumstances are more complex.</li> <li>• Feedback to local authorities the outcome of nominations and maintain records of allocations sources.</li> <li>• Work with maintenance to efficiently manage the voids process to ensure the customer moves in as soon as the property is ready to let in accordance with the void standard.</li> <li>• Liaise with support agencies to ensure identified needs will be supported when customers move in.</li> <li>• Arrange viewings and sign ups with minimum delay .</li> <li>• Ensure the regular and accurate collation of data for the timely submission of CORE returns.</li> <li>• Creatively let hard to let properties and promote mutual exchange as an alternative route of rehousing.</li> <li>• Deliver consistent and reliable customer service, which meets and wherever possible exceeds customer expectations. You will be required to identify and resolve any customer problems or complaints in a positive manner.</li> <li>• Any other reasonable duties in relation to administering the void property process and letting homes.</li> </ul>
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<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• Ability to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Knowledge and competence in use of IT systems and ability to input information accurately.</li> <li>• Understands the barriers customers may face when accessing housing and sustaining their own tenancy.</li> <li>• An understanding of the lettings processes, housing law and different tenures.</li> <li>• A demonstrable track record of effective communication with a range of internal and external customers both individually and collectively.</li> <li>• Experience of customer focussed service delivery.</li> <li>• Track record of ensuring that work gets done correctly first time and working to deadlines.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of working with different sections of the community including with those with complex needs.</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• A positive approach to problem-solving; takes initiative and responsibility for improving services; identifies weaknesses or failures, develops and implements solutions.</li> <li>• An ability to influence colleagues to deliver a shared objective.</li> <li>• An ability to engage hard to reach groups to achieve specific aims.</li> <li>• Good self-organisation skills, ability to prioritise tasks and work to agreed deadlines.</li> <li>• Strong verbal and written communication skills.</li> <li>• The ability to communicate clearly and persuasively with people inside and outside the organisation.</li> <li>• Ability to persevere and maintain standards under pressure.</li> <li>• Can work creatively to find leads to let vacant hard to let properties.</li> <li>• Is able to work to Midland Heart values.</li> </ul>