Role Profile

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| **Role Title:** | Lettings Administrator  |
| **Department:** | Housing Operations |
| **Role Purpose:** | This role is to support the Lettings Manager & Residential Lettings Officers in the letting, re-letting & management of our Rent to Homebuy, Intermediate Market Rent and Market Rent properties and services. This role will involve providing a complete range of duties, which require strong organisational, communication and inter personal skills in order to complete tasks within strict deadlines. |
| **Reporting to:** | Lettings Team Leader |
| **Responsible for:** | NA |
| **Disclosure level:** | Standard  |
| **Role Level:** | [Frontline Worker](B%26S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | * Create and maintain tenant files for all rental properties
* Log repairs on Northgate and arrange appointments of repairs.
* Taking tenancy referencing/rent payments from tenants over the phone via the Callpay system
* Create and close down tenancies on Northgate, and direct debits on Allpay
* Prepare and maintain property inventories
* Prepare all re-let and renewal paperwork for approval
* Obtain comparable rent levels for Management consideration
* Prepare legal Notice documentation
* Maintain spreadsheets to ensure they reflect current position at all times. Obtain update information from tenants such as visa/residence permits when current information has expired.
* Deal with tenant queries on the phone, via post, personal emails and maintain 2 generic mailboxes for the Lettings Team
* Open and close utility accounts (tenant changeover)
* Process invoices, deposit and rent refunds via Midland Hearts ebis system
* Arranging Inspections with lettings Officer and preparing paperwork
* Deal with external contractors, valuers, Orbit, Homelet, The Tenancy Deposit scheme, and Keystone
* Log complaints
* Log tenant deposits and prepare paperwork to deadlines
* Filing, opening post and general office duties
* To undertake any further suitable work as required by the operations Manager
* To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.
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| **Education, Qualifications and Training** | GCSE English and Maths or equivalent.Computer literate. |
| **Knowledge and Experience** | * Knowledge of P2P would be an advantage
* Knowledge of Northgate would be an advantage
* Knowledge of/interest in marketing and lettings
* Experience of working in a busy office environment
* Experience of dealing with customer queries
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| **Role Specific Skills & Behaviours** | * Strong IT skills – including ability to use word and excel spreadsheets, email and websites
* Able to prioritise & co-ordinate work to meet
* deadlines
* Able to pay meticulous attention to detail
* Excellent communication skills both verbal and written
* Understand the importance of team working
* Ability to work on own initiative and plan own workload
* Understanding of and commitment to the principles of equality and diversity.
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