

Role Profile Addendum MUL058

(to be completed for generic role profiles, mapped to multiple positions)

The following supplementary information is to support the details in the Role Profile. Please provide details specific to this position. While this information will not be used for job evaluation purposes, it will support processes such as recruitment and selection, salary supplements, performance management, and other relevant business processes.

Job Title:	Lettings Support Officer
Role Profile Reference Number:	MUL058
Role Profile Title	Technical Administration Officer I
Directorate	Wellbeing
Service area	BCP Homes

Specific responsibilities associated with this position

- **Deliver effective lettings and void management processes** to minimise the time homes remain empty, ensuring statutory requirements, tenancy obligations and service standards are met through accurate administration and coordination with internal teams and external stakeholders.
- **Manage mutual exchange applications from initial enquiry through to completion**, ensuring compliance with legislation, policy and timescales, while providing clear guidance and maintaining effective communication with applicants and partner landlords.
- **Support tenancy change processes**, including successions, joint tenancy amendments and household updates, ensuring accurate records are maintained and customers receive timely advice to facilitate sustainable tenancies.
- **Maintain productive working relationships with residents, contractors, housing providers and council services** to resolve housing-related enquiries, remove barriers to service delivery and achieve positive outcomes for customers.
- **Ensure housing management systems and associated records are maintained to a high standard**, enabling accurate performance monitoring, regulatory compliance and informed decision-making across the service.
- **Contribute to the continuous improvement of lettings and housing management services** by identifying efficiencies, supporting service development initiatives and promoting customer-focused ways of working that improve performance and customer experience.

Specific person specification associated with this position

Knowledge and Experience

- Knowledge of social housing legislation, policy and practice relating to lettings, mutual exchanges, tenancy changes and void management.
- Experience of administering housing management processes within a social housing environment.

- Ability to interpret and apply statutory requirements, policies and procedures to individual cases.
- Experience of using housing management systems and maintaining accurate customer and tenancy records.
- Ability to work collaboratively with residents, contractors, housing providers and internal services to achieve positive customer outcomes.
- CIH Level 3 qualification, equivalent qualification, or demonstrable relevant housing experience.

Other requirements for this position

- **Health Surveillance:**

Will the postholder be exposed to hazards that will require health surveillance? No

- **Politically Restricted Posts:**

Is this post politically restricted? No

- **Lone Working:**

Will the postholder be required to work alone? Yes

Supplementary Payments (e.g. Recruitment & Retention payment):

Is there any approved salary supplement in place for this role? No

- **DBS Check:**

Will the postholder require a DBS check? Yes, Basic DBS

- **Career Grade/Career Pathway**

Is there an established career grade or career pathway in place for this post? No

Values and Behaviours

[Our values and behaviours \(sharepoint.com\)](https://sharepoint.com) are at the heart of how we work with each other and with our communities. You will need to be able to show through the way you work that you share these values and demonstrate these behaviours.

For P&R use only:

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Date saved: