# Job Description

# Lettings Specialist Officer

**Role Profile**  Specialist BCP Band G (HOU005)

**Service/Team** BCP Homes

**Reports to** Senior Operations Officer

**Responsible for** N/A

**Number of posts** 1

**Post number**

**Career Grade** Band G

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** being an integral role within the voids and lettings process, thus helping to reduce homelessness and ensure best use of council housing stock.

**Job Overview**

To ensure that advice and support is provided to tenants or those acting on their behalf when they wish to end a council tenancy. Ensuring tenants are aware of their responsibilities when ending their tenancy to ensure that properties are left clean and tidy. Lead on ensuring that tenancies are ended correctly and to undertake the necessary property inspections to facilitate the efficient turnaround of empty homes made available for re-letting.

## Key Responsibilities

Complete comprehensive pre-void inspections to help ensure the turnaround of vacant properties, so that accommodation is utilised according to targets, and housing is provided to those in housing need.

Establish rechargeable items at the pre-void inspection, being transparent with outgoing tenants of these items and prevent recharges where possible. Offer fair advice and signpost to support services when applicable. Ensure recharges are raised timely, accurately, can be evidenced and are in accordance with the pre-void inspection and the Recharge Policy.

Ensure accurate advertising of void properties by establishing stock condition and type during pre-void inspection. Accurately recording and evidencing where applicable.

Investigate tenant alterations and adaptations, furthermore, establishing their condition and either granting permission for any non-council items to remain or requesting them to be removed.

Thoroughly explaining the ‘end of tenancy’ process at the pre-void inspection to ensure both full understanding from the outgoing tenant and timely return of keys to the property.

Liaise with Tenancy Support Officers within the Tenancy Enabling Scheme to ensure current under-occupying tenants are ‘transfer ready’.

Provide general advice to customers on housing management issues such as eligibility, rent and lettings etc and escalating where appropriate, so that enquiries can be resolved or passed to appropriate teams.

Accurately maintain files and IT based recording systems and provide statistical performance information as required.

Supporting the Lettings Team by contributing to and celebrating the success of the whole team. Being open to role development, new processes and ability to offer open and constructive feedback to changes and ideas.

Liasing with external contractors and internal BCP teams to support the voids process.

Undertake such other duties as may be required from time to time, commensurate with the level of the post.

## Specific Qualifications and Experience

3 A Levels, NVQ 4, HND or diploma level qualification (or equivalent experience)

May be working towards Chartered Institute of Housing qualification.

Good knowledge of the work practices, processes and procedures relevant to own area of work, including broader commercial awareness

Some knowledge of issues around housing law, rights of tenants and landlords and laws relating to repairs.

Some understanding of common building defects and the solutions.

Experience of working in housing related or similar customer facing area.

Experience of financial and administrative systems.

Excellent computer skills using Microsoft Office systems.

## Personal Qualities & Attributes

Highly customer focused, with the ability to communicate with people from diverse backgrounds and at all levels with good negotiation and motivational skills.

Able to use own initiative, work flexibly and effectively to prioritise work to timescales and manage customer and business expectations in a pressurised environment.

An enthusiastic and energetic team player with an ability to empathise with tenants and use effective personal skills to develop solutions to a range of practical problems.

Ability to manage own caseload and use initiative to work to tight deadlines without close supervision. Planning will typically be over days. The role holder will need to be proactive and respond to queries and be able to organise their own time.

Excellent attention to detail and able to analyse existing working methods in order to highlight issues for managers to support decision making and make recommendations to enhance the customer experience.

Excellent written and verbal communications skills enabling advice on a range of specific issues within operational guidelines to be provided. Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language.

Deal with difficult and contentious issues and occasionally aggressive customers whilst remaining calm, focusing on achieving solutions, while maintaining professionalism and empathy to both the public and staff. Seek to resolve any barriers by communicating openly and challenging unhelpful behaviour.

Able to maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities.

Able to understand and follow policies and procedures.

An understanding of social housing and related public sector legislation.

Knowledge and experience of data protection and data quality

## Job Requirements

DBS basic check required

The role will involve undertaking home visits and inspections.

The role will be undertaking inspections and home visits, and inspecting pre-void properties, and as part of this may be exposed to unpleasant environmental conditions such as smoke, dirt and smells.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.