**Job Description**

# **Lettings 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 deliver an effective lettings service in respect of all void council owned housing from receipt of notice through to tenancy sign-up. To ensure a high standard of customer service is delivered, fast turnaround of void properties and attention to detail to ensure properties are appropriately matched to incoming tenants.

## **Key Responsibilities**

To let vacant council housing stock to applicants nominated via the Council’s Choice Based Lettings scheme as per the BCP Allocations Policy.

To deliver the lettings service in a target driven, cost-effective and efficient way with value for money and customer satisfaction being the key drivers. Ensuring that lettings are carried out in accordance with policy and procedure.

Advertising properties timely and accurately, liaison with other social landlords or involved professionals to ensure appropriate allocation of property.

To liaise with current tenants to ensure that tenancies are terminated in accordance with the council’s policies and procedures.

To liaise with the Facilities Management Team to ensure the prompt completion of all necessary council housing void works and to reduce the void period.

To work with prospective tenants for council housing to provide information and ensure that any required support services are in place prior to the tenancy sign up.

Issuing works where appropriate, to assist with the decant and temporary housing procedures.

To implement local lettings policies where appropriate to ensure sustainable neighbourhoods.

To contribute to the investigation of complaints handling and MP enquiries.

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.

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

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

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

Experience of financial and administrative systems.

Excellent computer skills using Microsoft Office systems.

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.

## **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.

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 will be required.

The role will involve undertaking home visits and access to own vehicle is necessary.

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