



ROLE PROFILE

Job Title: Private Rent Administrator	Role Reports to: Commercial Manager	Business Function: Commercial Services	Grade: H
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Job Purpose: Provide the highest standards of service to customers on all aspects of the Your Housing Group's Private Rented Sector (PRS) / market rental products by delivering an efficient and effective property management administrative service in line with the Group's policies and procedures.	Key Competencies: <ul style="list-style-type: none">• Flexibility & resilience• Meeting customer needs• Interpersonal understanding• Results focus• Building Relationships• Gathering / Seeking Information
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Key Responsibilities:

1. Contribute and support the establishment and delivery of the Commercial Housing Team services to ensure a responsive service is provided for our private rental customers, in line with the Group's policies and procedures.
1. Administer the rent review process for PRS / market rental properties / Intermediate market rent properties.
2. Provide administrative support to the PRS Team e.g preparation of tenancy documentation, invoice coding, Purchase Orders, referencing, and taking holding deposits etc
3. Provide the first point of contact for customers, estate agents, and contractors
4. Maintain property management information on behalf of the PRS Team including updating of Orchard Housing, website pages, spreadsheets, databases, standard letters etc
5. Maintain databases and internal records for all initiatives and transactions managed within the team, ensuring accurate information is provided for management information.
6. Issue information packs and tenancy documentation as required.
7. Accompany PRS Officers to management inspections and undertake follow up actions as required
8. Undertake additional duties appropriate to the role and/or grade.
9. Build and maintain positive working relationships with internal and external stakeholders, to ensure the achievement of statutory and operational objectives.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge Private rented sector / Market Rent properties 	
Skills	<ul style="list-style-type: none"> • Strong IT skills eg Microsoft Word and Excel. • Ability to work alone and organise workload accordingly • Ability to build and maintain positive working relationships with internal/external stakeholders • Excellent Customer Service and Administrative skills • Excellent communication skills both written and verbal 	
Experience	<ul style="list-style-type: none"> • Experience of working in a fast paced sales or lettings environment 	
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Internal: Sales and Development colleagues, Finance, Income, Response, Fix360 ; External: Lettings agents, contractors, referencing company, tenancy deposit service, customers
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. To meet or exceed the groups target for re-let days and void rent loss. 2. All statutory timescales and requirements are met in relation to the lettings process 3. All service standards relating to Private Rented Properties are adhered to. 4. Customer satisfaction and customer experience levels are improved in accordance with agreed annual operational targets 5. To be accessible Mon – Fri 9 -5 by providing office and phone cover for PRS customers

Date Role Profile Created/Updated:	September 2019
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