



ROLE PROFILE

Job Title: Lettings Administrator	Role Reports to: Central Lettings Administration Team Leader	Business Function: Sales & Lettings	Grade: H
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Job Purpose: Provide an efficient and customer focused administration of lettings functions, including processing mutual exchanges, requests for succession/left in occupation and assignments of tenancies and choice-based lettings applications.	Key Competencies: <ul style="list-style-type: none">• Flexibility & Resilience• Meeting Customer Needs• Interpersonal Understanding• Results Focus• Problem solving and Decision Making• Impact and Influence• Building Relationships
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Key Responsibilities:

1. Process and administer choice based lettings applications, including reviewing all information and banding back office lettings processes for existing YHG customers, including applications for mutual exchanges, successions/left in occupation requests and assignment of tenancies.
2. Process and administer back office lettings processes, including mutual exchanges, successions/left in occupation requests and assignments of tenancies.
3. Complete landlord references requests for current and former customers.
4. In accordance with YHG Financial Standing Orders, ensure accurate processing of all Purchase Orders and invoices for the central lettings team.
5. Ensure all applications are processed efficiently, and all data is captured and recorded on housing systems, including Orchard and CRM.
6. Accountable for own performance targets/team targets and seek to improve processes to bring efficiencies.
7. Build effective relationships with internal and external teams to deliver an efficient and seamless customer focused service.
8. Provide cover for other Lettings Agents and Central Administration Team, when required.
9. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of lettings processes, particularly relevant to social housing • Commercial awareness to understand how this role supports delivery of YHG objectives. 	<ul style="list-style-type: none"> • Knowledge of orchard Housing management system and CRM
Skills	<ul style="list-style-type: none"> • Proficient in the use of IT systems • Strong organisational skills with an ability to effectively prioritise a busy and reactive workload. • Service improvement focus 	
Experience	<ul style="list-style-type: none"> • Experience of working within a housing management/lettings team • Experience of building effective relationships with internal and external partners. 	
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 role has no budgetary responsibility
Key Relationships (internal/external)	
<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. Code invoices and raise purchase orders/sundry payments within 48 hours of receipt 2. Process choice based lettings applications in line with SLA agreements 3. Mutual exchanges completed and a decision made within 42 days 4. Update local authority council tax departments weekly for all terminations and lettings 5. Process reference requests within 5 working days

Date Role Profile Created/Updated:	September 2019
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