

Allocations & Lettings Officer

Grade

Y 03

Contract Type

Homeworker 2

Regional Manager



Assistant Regional Manager



Allocations & Lettings Officer



No Direct Reports

Department

**Housing &
Customer Services**



**Housing
Management**

Role Overview

Provide an efficient Allocations and Lettings service, which involves managing the empty homes and lettings processes to minimise income loss and protect re-let times, while ensuring each home is let in accordance with the Group's Access to Housing policy and associated Lettings Procedure.

RESPONSIBILITIES

- Provide an efficient and effective voids and lettings property service, managing the void allocation and lettings process to minimise void and re-let times, ensuring each property is re-let in accordance with the Group's Access to Housing policy and associated procedures
- Manage the tenancy termination process for existing customers, ensuring the provision of information to end their tenancy and keys are returned
- Provide a customer focused onboarding service during the application and sign-up process, ensuring any areas of support are addressed
- Advertising and marketing our empty homes through Local Authority waiting lists, Choice-Based Lettings (CBL) Schemes and commercial advertising sites such as Rightmove and Zoopla
- Develop effective relationships with the Group's in-house contractor (Fix360) and other external voids contractors, ensuring all void works are completed efficiently and meets the Group's Lettable Standard
- Work in partnership with the Tenancy Management Officers and Tenancy Support Officers to ensure a collaborative approach in the allocation process aimed at improving tenancy sustainment assist other Lettings Agents and Housing Assistants, when required
- Work collaboratively with the Income Management and Money Advice Team, ensuring we adopt a 'Rent First' approach, ensuring applicants are making advance rent payment with a full understanding of their affordability with any risks identified

Our values



**Honest
& Reliable**

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



**Respectful
& Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Provide a customer focused onboarding service during the application and sign-up process, ensuring any areas of support are addressed.
- Repair works raised to our contractor on the day that keys are received. Available homes are advertised within 3 days of notice being received
- Update all software systems such as CRM/Orchard Housing/Choice Based Lettings systems and CORE (Continues Recording of Lettings and Sales) accurately and within agreed timescales ensuring performance can be accurately reported
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

Ability to work across multiple ICT systems

Excellent IT skills with proficiency in Microsoft Office

Demonstrable ability to effectively engage with business stakeholders within the organisation

Ability to work autonomously with minimal supervision

Clear and articulate communication skills, both written & verbal

Excellent relationship building skills

ESSENTIAL REQUIREMENTS

Knowledge of the social housing sector

Experience of working with local authorities

Proven experience of working within an allocations & lettings service

GCSE Maths and English (or equivalent)

Understanding of regulatory requirements and legislation within allocations & lettings services

Aware of best practice in safeguarding adults and children

BENEFICIAL TO THE ROLE

Experience of working with development teams and managing and letting new home completions

Full UK Driving Licence & use of a vehicle

Experience of working with customers in one-to-one situations

Additional CIH (or equivalent) qualification

Social Housing experience

GCSE Maths and English qualification

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