

Allocations & Lettings Officer



Role Overview

Provide an efficient Allocations and Lettings service, that 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

- To provide a customer centric outcome focused allocations and lettings service for YHG, whilst delivering a brilliant customer on-boarding experience for new customers.
- 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 contractors, ensuring all repair works are completed efficiently and meets the Group's Lettable Standard.
- Tenancy notices are acknowledged to the customer within 48 hours of receipt.
- 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.
- 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.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord.

Work collaboratively with the Income Management and Money Advice Team, ensuring we adopt a 'Rent First' approach, ensuring customers are making advance rent payment with a full understanding of their affordability with any risks identified.

- Empty Homes are re-let within an average of 18 days overall.
- New developments are let within 7 days of handover
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to work across multiple ICT systems
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of the social housing sector
- ✓ Proven experience of working within an allocations & lettings service
- ✓ Understanding of regulatory requirements and legislation within allocations & lettings services
- ✓ Experience of working with local authorities
- ✓ GCSE Maths and English (or equivalent)
- ✓ Aware of best practice in safeguarding adults and children

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience of working with customers in one-to-one situations
- ✓ Social Housing experience
- ✓ Experience of working with development teams and managing and letting new home completions
- ✓ GCSE Maths and English qualification
- ✓ Additional CIH (or equivalent) qualification

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