

# Allocations & Lettings Officer

Grade

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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, 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

- 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. Undertake property viewings and sign up's in the absence of the Tenancy Management Officer; 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

## 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**

their affordability with any risks identified

- 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
- ✓ 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
- ✓ 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 License & 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

## Our values

 [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTv](https://www.youtube.com/YHGTv)

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