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**ROLE PROFILE**

**PRS Officer**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Grade** | | **Contract Type** | |  | **Role Overview** |
| **G** | | **Regional Worker** | |  | **Contribute towards the effective management of service delivery to Your Housing Group’s Private Rented Scheme (PRS) customers, including Intermediate Market Rent, Market Rent and Rent to Buy, ensuring the highest standards of service are delivered to customers, meeting Key Performance Indicators.** |
|  | | | |  |
| **Head of Housing** | | | |  |
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| **PRS Team Leader** | | | |  |
| 🡻 | | | |  |
| **PRS Officer** | | | |  |
|  | | | |  |
| **Commercial Housing** | | | |  |
| **Commercial Housing** | **🡺** | | **PRS Team** |  |

**RESPONSIBILITIES**

**ACCOUNTABILITY**

**CREATIVITY**

**PRIDE**

**PASSION**

**Our values**

|  |  |
| --- | --- |
|  | Day-to-Day management of a portfolio of Private Rented properties across a wide geographical area, including scheme/property inspections, respond to tenancy and property management issues. |
|  | Facilitate a premium lettings service for potential customers including advertisement, property  viewings, credit and landlord reference checks and tenancy sign ups. |
|  | In conjunction with the Group’s Asset Team co-ordinate the allocation and void property processes for intermediate market rent, market rent and rent to buy properties to achieve operational targets. |
|  | Take appropriate action in cases of tenancy breaches (including low level Anti-Social Behaviour), working closely with customers, leaseholders and colleagues across the Group, to aid resolution. |
|  | Work closely with customers and colleagues across the Group to ensure all Private Rented Schemes and properties are maintained in accordance with our contractual obligations |
|  | Ensure compliance on Private Rented Schemes with relevant statutory legislation, regulatory requirements and contractual obligations, ensuring any risk to the Group is managed effectively. |
|  | Manage properties in mixed tenure estates, effectively with colleagues in the Housing Management Team and Shared Ownership Team so that all customers’ requirements are considered. |
|  | Build and maintain positive and productive relationships with partners through which we deliver and receive services to ensure they meet the needs of our contracts, the law and are good value for money e.g 3rd Party Managing Agents, Estate Agents, Solicitors, etc. |
|  | Undertake additional duties appropriate to the role and/or grade |
|  |  |

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| --- | --- | --- | --- | --- |
|  | Excellent customer service skills. |  |  | 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**

**STRENGTHS**

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| --- | --- | --- | --- | --- |
|  | Knowledge of the private rental sector and legislation |  |  | Experience working in a residential lettings and property management environment |
|  |  |  |  |  |
|  | Proven experience of delivering tenancy management services to a portfolio of properties |  |  | GCSE Maths and English (or equivalent) |
|  |  |  |  |  |
|  | Full UK Driving License & use of a vehicle |  |  | Able to prioritise and manage own workload |

**BENEFICIAL TO THE ROLE**

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| --- | --- | --- | --- | --- |
|  | Experience of dealing with low level anti-social behaviour |  |  | To be resilient, flexible, and enthusiastic |
|  |  |  |  |  |
|  | Social Housing experience |  |  | Experience of using bespoke Housing Management ICT systems |
|  |  |  |  |  |
|  | Performance Driven |  |  |  |

