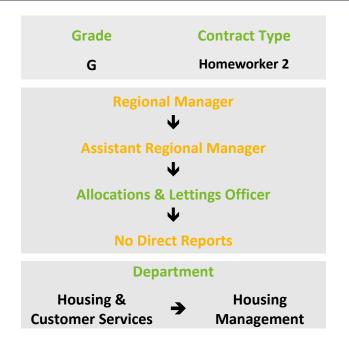


Allocations & Lettings Officer



Role Overview

Provide an efficient Allocations and Lettings service, that involves managing the empty homes and lettings processes to minimise income loss and protect relet 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



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











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