

Private Rented Sector Team Leader



Role Overview

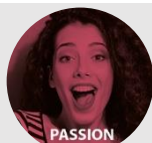
Responsible for the management of PRS, Student, and Commercial voids and lettings performance, ensuring void times are minimised and income is maximised across the portfolios.

Responsible for the day-to-day management of the PRS, Student, and Commercial customers and properties.

RESPONSIBILITIES

- Lead PRS Officers and Commercial Transaction Administrator, ensuring efficient performance and minimisation of void times within the PRS portfolio.
- Lead the Student Team, to ensure efficient performance, minimising void times within the Scheme.
- Ensure void works are completed to PRS relet standards, minimising the time a property is empty.
- Manage key relationships with external lettings agents, UCLAN (University of Central Lancashire) and solicitors.
- Oversee budgets to ensure properties are kept to a high, lettable standard and remain competitive within the market.
- Responsible for ensuring all PRS and Student properties are let and managed effectively, following all relevant policies and procedures.
- Accountable for the portfolio's Gas Access process, ensuring the team are contacting all Gas Access Cases and minimising legal action.
- Accountable to the Renewals and Replacements programmes and budgets.
- Ensure compliance responsibilities around deposit registration and deposit return, are met.

Our values



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

- Respond to the Region's stage zero complaints, within required timescales.
- In conjunction with the Income Team, review arrears cases, providing authorisation for possession action, where required.
- Weekly and monthly performance monitoring and reporting.
- Main point of contact for Commercial lessees on day-to-day management and re-let enquiries.
- Ensure finance Purchase Orders, invoices and sundry payments are processed on time and in accordance with the Group's Operational Standing Orders (OSO's).
- Undertake additional duties appropriate to the role and/or grade.

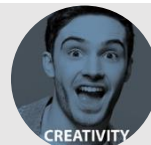
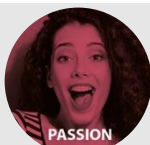
STRENGTHS

- ✓ Strong organisational skills and the ability to prioritise own workload
- ✓ Demonstrable ability to meet targets in a performance focused environment
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Ability to use a wide range of software including Microsoft Office
- ✓ Ability to build/maintain working relationships
- ✓ Excellent customer service skills

ESSENTIAL REQUIREMENTS

- ✓ Good understanding of private sector and intermediate rent lettings processes
- ✓ Good knowledge of compliance obligations in respect of gas access, communal inspections and fire risk actions
- ✓ Awareness of Best Practice in safeguarding adults and safeguarding children
- ✓ Experience of leading a team within a housing / lettings environment
- ✓ GCSE Maths and English (or equivalent)

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BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Knowledge of student accommodation
- ✓ Ability to use of CRM and Orchard Housing software
- ✓ Experience of administering rent reviews
- ✓ Experience of interpreting lease and tenancy agreement clauses
- ✓ Knowledge of commercial properties and leases
- ✓ Knowledge of Section 21 (S21) process
- ✓ Experience of performance monitoring and reporting
- ✓ Experience of working in a target driven lettings environment

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