

ROLE PROFILE

Job Title: Lettings Agent	Role Reports to: Lettings Team Leader	Business Function: Sales and Lettings	Grade G
Job Purpose: Responsible for lettings performance to minimise void times (empty properties) and achieve high performance targets, ensuring an efficient sign-up process for new customers.		Key Competencies: <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Problem solving and Decision Making • Impact and Influence • Building Relationships 	

Key Responsibilities:

1. Manage the voids and lettings process, primarily through digital applications, to achieve efficient performance and minimise void times.
2. Ensure properties are allocated in accordance with lettings' procedures.
3. Ensure each property is compliant and safe to be re-let, in accordance with property legislation and Your Housing Group procedures.
4. Update software systems, including Orchard Housing/CRM/lettings systems, accurately and timely to ensure accurate performance reporting.
5. Accountable for own performance targets/team targets, seeking to improve processes to bring about efficiencies.
6. Promote and champion YHG's digital products and services, seeking to identify efficiencies and service improvements.
7. Work collaboratively with the Income Management Team and Money Advice Team to ensure that we are adopting a 'Rent First' approach, ensuring that applicants are making advance payments, with a full understanding of their affordability and any risk is highlighted.
8. Work in partnership with the agile based Property Agents, to deliver an efficient, customer focused and seamless lettings service.
9. Build effective relationships with internal and external partners including lettings providers and our In-House Contractor (IHC) fix360 and other repairs partner contractors.
10. Provide cover for other Lettings Agents and Central Administration Team, when required.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Good understanding of Social Housing Lettings 	
Skills	<ul style="list-style-type: none"> • Demonstrable ability to meet targets in a performance focused environment • Strong organisation skills and the ability to manage own workload • Ability to use a wide-range of software systems • Ability to build and maintain effective working relationships • Demonstrable service improvement focus, with a Value for Money methodology • Commercial awareness 	
Experience	<ul style="list-style-type: none"> • Previous experience of working within a Lettings service 	Previous experience of working with Lettings within a Social Housing environment.
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility.
Key Relationships (internal/external)	<ul style="list-style-type: none"> • YHG Property Agents/Debit Collection Agents and Money Advice Officers • All internal departments and external contractors, partners and 3rd Party Agents

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Terminations to be acknowledged within 48 hours of receipt.
2. Void works to contractor issued within 24 hours of keys being received.
3. Void properties re-let within 18 days.
4. Termination and sign up workflows completed within 48 hours of the termination and sign up.

Date Role Profile Created/Updated:	January 2020
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