

## ROLE PROFILE

<b>Job Title:</b> Property Agent	<b>Role Reports to:</b> Scheduling Team Leader	<b>Business Function:</b> Housing Management	<b>Grade:</b> G
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<b>Job Purpose:</b>  Deliver cost effective and efficient local based property services for Your Housing Group, resolving housing related issues, including voids, lettings, compliance and anti-social behaviour.	<b>Key Competencies:</b> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Commercial Focus</li> <li>• Problem Solving &amp; Decision Making</li> <li>• Building Relationships</li> </ul>
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### **Key Responsibilities:**

- 1.** Ensure properties are Let as efficiently and effectively in accordance with policy, meeting Key Performance Indicators and minimising voids and void loss.
- 2.** Taking a risk-based approach to effectively manage properties; taking swift and appropriate action to tenancy management breaches in accordance with policy, considering appropriate legislation. Signpost vulnerable customers to local support agencies to ensure sustainability of tenancies; support the Group's approach to capturing and responding to customer feedback by taking a lead in proactively minimising and assisting in the resolution of complaints.
- 3.** Undertake all compliance responsibilities in accordance with policy and procedures including Gas Servicing, Communal Inspection and Fire Risk Assessments.
- 4.** Adhere to safeguarding policy and procedure and refer customers at risk to relevant and appropriate agencies/Local Authority (LA). Signpost low level cases to relevant statutory agencies, take swift action to mitigate escalation and support Legal Co-ordinator to take necessary action to serious breaches of tenancy that significantly impact our customer and business.
- 5.** Support delivery of an effective and efficient repairs service, supporting access, and contribute to a reduction in repairs costs.
- 6.** Support delivery of an effective and efficient Income Collection service, signposting customers and liaising with Debt Recovery Agents to facilitate the collection of rents and supporting Debt Recovery Agents in the process to recover possession.
- 7.** Effectively manage risk, identify and report any issues/breeches in relation to Health & Safety and to actively promote a safe working environment.
- 8.** Ensure Financial Standing Orders (FSO's) are followed, managing budget within target, contribute to EBITDAS and demonstrate value for money.
- 9.** Represent YHG at appropriate meetings where there is a direct business benefit to the organisation.
- 10.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Housing legislation and tenancy/housing management best practice</li> <li>• Commercial awareness to understand how this role supports delivery of YHG objectives</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Proven planning, co-ordinating and organisational skills</li> <li>• Can do attitude focussed on service improvement and value for money</li> <li>• Proficient in the use of IT systems</li> <li>• Strong interpersonal communication skills</li> <li>• Problem solving skills with an ability to be adaptable and able to creatively respond to situations</li> <li>• Ability to be effective in a quickly changing environment</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of compliance management, health safety and risk</li> </ul>	<ul style="list-style-type: none"> <li>• Previous housing experience</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	Lettings Team, Income Team, fix360, Your Response, Housing Management Team, Compliance, Local Authority/Statutory & Voluntary Agencies, External Contractors
<p><b>Safeguarding of Children Young people and Vulnerable Adults</b></p> <p>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.</p>	

<b>Key Role Performance Indicators</b>	
<ol style="list-style-type: none"> <li>1. Lettings are advised on the same day when any inspections/walk off has been completed after being advised that properties are fit to let by our contractors</li> <li>2. The Income Team are advised of all arrangements and outcomes following income visits within 48 hours.</li> <li>3. Pre-Termination inspections are completed in accordance with the void procedure.</li> <li>4. Assured Shorthold Tenancy Visit are attended and completed in-line with company procedure and targets.</li> <li>5. All workflows actioned accordingly and within 72 working hours.</li> <li>6. All Gas Servicing is completed to ensure that the company remains 100% compliant.</li> </ol>	

<b>Date Role Profile Created/Updated:</b>	<b>August 2019</b>
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