



ROLE PROFILE

Job: Property Agent	Reports to: Property Team Leader	Tier: G
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Job Purpose: To deliver cost effective and efficient local based services including voids, lettings, compliance, anti-social behaviour.	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Interpersonal Understanding • Meeting Customer Needs • Results Focus • Problem Solving & Decision Making • Building Relationships
Key Responsibilities: <ol style="list-style-type: none"> 1. Lettings and Void Management – Let properties as efficiently and effectively as possible in accordance with policy, meeting key performance indicators and minimising voids and void loss. 2. Tenancy Management – Taking a risk based approach effectively manage properties; take swift appropriate action to tenancy management breaches in accordance with policy and taking into account legislation. 3. Anti Social Behaviour - 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 has significant impact on our customer and business. 4. Quality Counts and Customer First –Contribute towards the Groups approach to investment /divestment and regeneration, contributing to the improvement of net present value (NVP) of our assets. 5. Tenancy Sustainment – Signpost vulnerable customers to local support agencies to ensure sustainability of tenancies. 6. Partnerships – Represent YHG at appropriate meeting where there is a direct business benefit to the Organisation. 	



- 7. Compliance** – Undertake all compliance responsibilities in accordance with policy and procedures including Gas Servicing, Communal Inspection and Fire risk Assessments.
- 8. Safe Guarding** – Adhere to safeguarding policy and procedure at all times and where appropriate refer customer at risk to relevant and appropriate agencies /Local authority (LA)
- 9. Repairs-** Support delivery of an effective and efficient repairs service, supporting access where required and contribute to a reduction repairs costs.
- 10. Income Collection-** Support delivery of an effective and efficient Income Collection service, signposting customers where appropriate, liaising with Debt Recovery Agents to facilitate the collection of rents and supporting Debt Recovery Agents in the process to recover possession where necessary.
- 11. Health and safety** – Effectively manage risk, identify and report any issues/breeches relation to health & Safety and to actively promote a safe working environment for all.
- 12. Service Improvement** – Proactively contribute to the overall strategic direction of the directorate and wider organisation supporting development and implementation of corporate policy and procedures, service improvement planning initiatives such as digital by default and CIPS & CAPS .
- 13. Financial Control** – Ensure FSO are followed at all times, manage budget within target, contribute to EBITDAS and demonstrate value for money.
- 14. Compliant Handling** - Support the groups approach to capturing and responding to customer feedback by taking a lead in pro-actively minimising and assisting in the resolution of complaints.
- 15. Other Duties** - To undertake any further duties as requested by your Line Manager commensurate with the level of your post.

	Essential	Desirable
Knowledge skills & experience	<ul style="list-style-type: none"> • Knowledge of Housing legislation and tenancy/housing management best practice • Proficient in the use of IT systems • Strong interpersonal communication skills • Proven planning, co-ordinating and organisational skills • Good understanding and management of compliance, health safety and risk • Can do attitude focussed on service improvement and value for money 	

	<ul style="list-style-type: none"> • Ability to be effective in a quickly changing environment • Commercial awareness to understand how this role supports delivery of YHG objectives • Ability to solve problems – to be flexible and adaptable and able to respond to situations creatively 	
Specific Role Accountabilities for People, Finance and Policy (i.e. accountability for managing a team/ budgets etc.)		
Key Relationships (internal/external)	<ul style="list-style-type: none"> • Track record of working with a wide range of partners and stakeholders to achieve business results 	
Qualifications	<ul style="list-style-type: none"> • GCSE Maths and English or equivalent 	

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.