

## bpha ROLE PROFILE



<b>JOB TITLE:</b>	Housing Services Coordinator
<b>REPORTS TO:</b>	Senior Housing Services Coordinator
<b>POSITION LEVEL:</b>	E1
<b>JOB PURPOSE &amp; ACCOUNTABILITIES:</b>	<p>To allocate all bpha rental properties in accordance with bpha's allocations policies, nomination agreements held with local authority partners. This includes shortlisting of applicants from the local authority housing register.</p> <p>To maximise income through minimising rent loss resulting from vacant properties and reducing former tenant debt owed to the organisation by robust management of former tenant debt including following the write off policy.</p> <p>To ensure all changes to tenancies such as assignments (including mutual exchanges) and successions are completed in line with legislation, contractual rights and bpha's policies.</p> <p>To support the home team with tenancy management matters/projects/new initiatives and help to identify and implement customer services improvements.</p>

KEY RESULT AREAS	MEASURES OF SUCCESS
<p><b>Customer Services:</b></p> <p>Bring our values to life through all of your interactions with our customers and with our colleagues.</p> <p>Using your initiative and networks, ensure a fantastic customer experience and that we get it right first time, every time.</p>	<p>Values and behaviors demonstrated</p> <p>Customers are kept informed and enquiries are dealt with promptly.</p> <p>Business correspondence tailored to the individual customer to provide a personalised service.</p> <p>Increase in customer satisfaction levels and a reduction in complaints.</p>

## bpha ROLE PROFILE



<p>Share lessons learnt to look to continually improve our services and contribute to policy and procedure reviews.</p> <p>To be flexible and adaptable to the changing needs of the team and the organisation.</p> <p>To provide support in the tenancy management matters, including assisting with any court/legal paperwork as necessary.</p> <p>To manage the shared ownership permissions requests effectively.</p> <p>Participate in the duty office cover as required.</p>	<p>Successfully adapting to new ways of working</p> <p>To complete all mandatory training and any additional training requested that would be beneficial as part of your role or your personal development.</p> <p>To be proactive in the management and monitoring of your objectives. To prepare for your 1-2-1's and provide your monthly report no later than 3 working days prior to your 1-2-1. Achievement of personal and team targets set against agreed KPI's</p> <p>To positively engage with other key departments regarding cross departmental processes to ensure outcomes are achieved for our customers.</p> <p>Effective problem solving and decision-making capabilities, able to work within agreed parameters and make operational decisions</p>
<p><b>Terminating Tenancy Management</b></p> <p>Respond promptly to any customer giving notice to terminate a tenancy and complete exit interviews with vacating tenants where appropriate to:</p> <p>Establish the reason for leaving and establish any practical solutions to enable the customer to continue with their tenancy.</p> <p>Provide guidance about the leaving standard, the return of keys and liability for repairs.</p> <p>Confirm property attributes and to arrange an end of tenancy inspection.</p>	<p>Tenancies are ended legally so not to incur any illegal eviction claims.</p> <p>Procedures are followed, and targets met.</p> <p>Property and customer information obtained and updated to ensure ongoing management of account and property.</p> <p>Improved customer satisfaction when leaving bpha.</p> <p>The number of potential voids prevented.</p>

## bpha ROLE PROFILE



<p>Discuss any current debts owed to bpha, their remaining liability period for rent and any potential recharges due to property condition with the view of entering into a repayment agreement.</p> <p>Ensure, where applicable the outgoing customer is aware of any incentive schemes and all tenancies are ended legally.</p>	
<p><b>Allocating Properties</b></p> <p>Closely monitor the progress of all void properties and liaise with Building Services Voids and Development to ensure efficient handover of properties to ensure void periods are kept to a minimum.</p> <p>Assist in the promotion of incentive schemes for customers to downsize to smaller properties, ensuring best use of stock. Assist with supporting customers to downsize to smaller properties through utilising direct lets and effective use of the management move list and liaising with local authorities and support teams to do this where required.</p> <p>Liaise with partners agencies and local authorities to request nominations and verify applicant's eligibility by fully completing bpha's suitability assessment and checks.</p> <p>Collect relevant information to ensure all formal offers of accommodation are made in accordance with legislation, the allocations policy, tenancy policy and relevant procedures, ensuring support services are involved where necessary.</p> <p>Identifying affordability concerns and support needs of new customers, ensuring referrals are made to bpha's money advice team and/or relevant services as appropriate.</p> <p>Provide all new customers with relevant documentation</p>	<p>Properties are let in accordance with legislation/Policy and to those in housing need.</p> <p>Effective and accurate data is collected on incoming tenants to ensure tenancy sustainment is maximised.</p> <p>Positive contribution to departmental targets, including but not limited to the re-let/first let turnaround time targets.</p> <p>A reduction in void rent loss and void turnaround times.</p>

## bpha ROLE PROFILE



<p>and ensure customers understand the different aspects of the tenancy and associated documents in accordance with procedure.</p> <p>Ensure that accurate information is recorded on our systems, in line with GDPR guidelines, to enable offers to be made and tenancies to be set up. Initiate the set up Direct Debit or digital payments, ensuring rent payment in advance, alternative payment methods being exceptions.</p> <p>To coordinate the collection and inputting of core data for the business, working to tight time frames.</p> <p>To coordinate and support customers who need to move either temporarily or permanently (Decant) from their property by following the relevant policies and procedures to ensure we meet our legal and regulatory requirements.</p> <p>Ensure empty garages are re-let quickly and efficiently to minimise rent loss.</p>	
<p><b>Assignments and Succession:</b></p> <p>Respond promptly to any customer who contacts bpha to request a change to an existing tenancy. Provide accurate information about legal obligations and considerations. To verify eligibility for an assignment request and to provide recommended outcomes on the request to the Housing Services Management Team.</p> <p>Co-ordinate, investigate and manage any succession claims.</p> <p>Check applications including eligibility for re-housing by bpha and verify information to ensure the allocation is made in accordance with the allocations and succession policy, procedures and making the necessary checks with relevant outside agencies where required.</p>	<p>Assignments and successions carried in a timely manner and in accordance with legislation/policy.</p> <p>These are managed well so not to cause bpha any unnecessary loss in rent/use and occupation charges.</p>

## bpha ROLE PROFILE



<p>Where claims are not upheld, support occupants to access the housing register and liaise with partners and local authorities to secure appropriate housing. If legal action is appropriate, refer to the Housing Services Management team.</p>	
<p><b>Mutual Exchanges:</b></p> <p>Manage a case load of mutual exchange applications in accordance with policy and procedure ensuring timescales are met, liaising with Building Services to ensure all safety checks and inspections are undertaken. Give consent, conditional consent or refuse applications in accordance with procedure, advising customers of their tenancy rights.</p> <p>Liaise with customers prior to the exchange taking place, highlighting key points of the tenancy agreement, initiating the setup of Direct Debit payments and identifying benefits and support needs of the incoming tenant(s). Ensure referrals are made to the relevant services as appropriate and advance payment of rent taken.</p> <p>Set up accurate tenancy records following the mutual exchange sign up.</p>	<p>Mutual exchanges are completed within the 42 day legal turnaround time</p> <p>The correct mechanism for mutual exchange is used.</p> <p>The correct mutual exchange decision is made and where there are errors these are resolved.</p>
<p><b>Income Collection:</b></p> <p>To debt check all new customers and discuss any outstanding debts they may have with bpha and where possible enter into repayment agreements to clear the debt.</p> <p>Upon instruction from other departments, to create sub accounts, add charges and send out initial invoices for current tenant debts such as rechargeable repairs.</p>	<p>Achieving agreed objectives</p> <p>Income maximised against agreed KPI's.</p> <p>Debts written of in a timely manner</p> <p>Number of accounts to be reviewed reducing</p>

## bpha ROLE PROFILE

To review former tenant debt accounts regularly to ensure robust and effective management of former tenant debts. Reducing the number of accounts to be reviewed by negotiating with customers to clear debts or by ensuring the write off policy is followed and appropriate authorisation is sought based on the levels of debt owed.

To escalate debts to the debt collectors where bpha are unable to trace the customer or engage them as per the procedure.

Current Garage rents collected effectively, and procedures followed to ensure robust management following procedures.

To distribute any credits owing to any accounts the tenant has debts on prior to issuing refund and to insure any initiative funds are released onto the correct accounts accordingly. To issue refunds for former tenant accounts in a timely manner.

To carry out current tenant refunds upon request where as per procedure ensuring the customer is informed of the progress of their refund.

**PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):**

### **Key Skills and Attributes**

- Able to demonstrate excellent customer service skills
- Able to create rapport and build effective relationships quickly
- Ability to collaborate effectively with other teams and external agencies (E)
- High level of emotional intelligence, with the ability to handle challenging customer situations sensitively and professionally (E)
- Clear and effective communicator, able to convey complex information to customers and key stakeholders (E)
- Ability to organise and prioritise own workload to meet the demands of a fast-paced environment where priorities can change quickly (E)
- Highly organised and good attention to detail with a right first-time attitude
- Ability to follow procedures and maintain, clear, concise records (E)
- Excellent problem solving and decision-making capabilities, able to work within agreed parameters and make operational decisions (E)
- Ability to process data quickly and accurately (E)
- Accurate record keeping and data entry with experience in providing business communications
- Ability to adapt, learn new skills quickly and respond positively to a changing environment
- Ability to monitor own performance
- Negotiation skills necessary to liaise effectively with key stakeholders
- Identify areas for change to enhance customer experience (D)

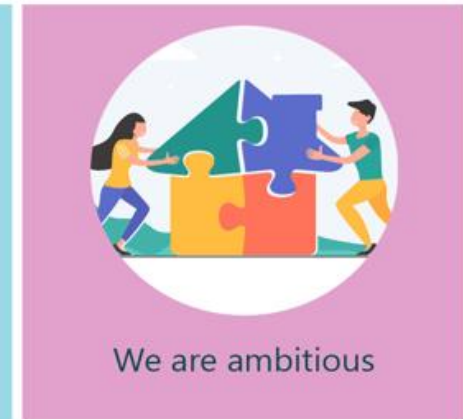
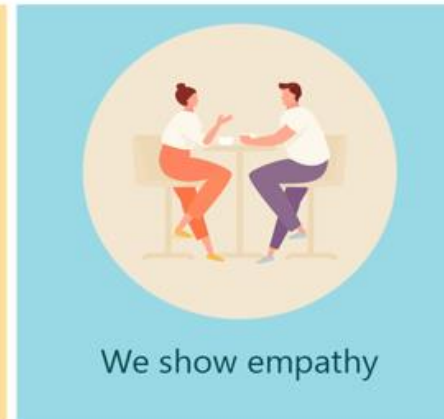
### **Knowledge and Experience**

- Experienced in delivering outstanding customer focussed services (E)
- Experience of dealing with customers who may be in crisis or experiencing high levels of stress (D)
- Working knowledge of tenancy management or allocating social housing (E)
- Competent and confident in your working knowledge of Microsoft teams, word, excel and outlook (E)
- Previous experience of working as a highly performing team. €
- Working knowledge of allocations systems (D)

### **Qualifications or training required (or appropriate demonstrable experience)**

- Numerate and literate to a minimum GCSE standard (A-C or 1-4)

## VALUES AND BEHAVIOURS:



### We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

### We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

### We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

### We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be



## bpha ROLE PROFILE



<b>Special Requirements if appropriate for role:</b>	
Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.	
<b>DATE LAST REVIEWED:</b>	