

Job Description

Job Title:	Allocations and Lettings Advisor
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£31,650
Responsible to:	Allocations and Lettings Team Leader
Responsible for:	N/A

PURPOSE OF THE POST

The primary purpose of the role is to ensure effective administration and implementation of the allocations service within Torus. This includes checking and making decisions on eligibility for housing, making nominations and allocating homes via the Local Authority's Allocations Policy.

KEY RESPONSIBILITIES

1. To administer the allocations policies on behalf of relevant Local Authorities to assist with their responsibility for rehousing in their respective boroughs.
2. To administer the Torus Allocations Policy using appropriate marketing methods to allocate our homes.
3. To work as part of a team with the main objective of delivering a successful allocations service within Torus.
4. To maximise income by reducing void loss via effective and efficient service delivery.
5. To develop linkages with internal stakeholders to ensure processes are streamlined and represent value for money.
6. To provide support to customers who require assistance to access housing.
7. To assess applications in line with the relevant policy to ensure customers' needs are identified, prioritised accordingly and decisions made on eligibility criteria.
8. To ensure that marketing/advertising information is input accurately, timely and is appropriate.
9. To understand the Company's policies on allocations, sundry debts, and exclusions
10. To assist with dealing with enquiries from a range of stakeholders including customers, partner organisations and internal colleagues.
11. To undertake and verify the matching process of successful applicants and make decisions on the progression of a nomination. To liaise with partner Local Authorities partner landlords, other agencies and customers while demonstrating a clear understanding and working knowledge of the Allocations policy and local lettings policies to ensure successful outcomes in the allocations process.
12. To respond to telephone, email and website queries demonstrating excellent customer care.
13. To understand and undertake checks in accordance with the Data Protection Act

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- 14. To have a flexible approach to work roles including location, working hours and evening and weekend work.

Performance

- 15. To be aware of team and individual targets and report on performance at Talking Performance reviews. To consider ways to improve performance and discuss with Team Leader.

Stakeholder/Relationship Management

- 16. Participate in multi-agency meetings, working groups and other meetings to deliver required outcomes.
- 17. To work collaboratively and build relationships of trust and respect with external agencies to promote the service and the brand of Torus.

Compliance and Risk

- 18. To ensure adherence to policies and procedures across the service and with legal and regulatory requirements.

Value for Money

- 19. Ensure specific focus is given to achieving efficiencies in service area.

Health and Safety

- 20. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

- 21. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

- 22. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

Job Title: Allocation and Letting Advisor

Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification GCSE English and maths or to an equivalent CIH Level 3 or willingness to obtain	E E	AF/C AF/I
2.Experience and Track Record Experience of allocating properties via a digital system and dealing with customers over the telephone and face to face A clear understanding of data protection legislation and its effect on the company The ability to understand different allocations policies and how they are applied. The ability to make decisions on allocations to applicants based on the relevant policy and procedure. Have self-confidence and be able to work independently.	E E E E E	AF/I AF AF AF/I AF/I
3. Managing Change Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice. Anticipates reactions to change and new interventions and suggests appropriate responses. Flexible in outlook and able to change direction at short notice. Embraces change, creative and innovative. Committed to own learning and development.	E E E E E	AF/I AF/I I I AF

Person Specification

<p>4. Leadership and Vision</p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p> <p>Is confident listening and sharing their views, who inspires others within their team and embraces innovation.</p> <p>A clear understanding of how your role supports the strategic business aims.</p> <p>The confidence to make decisions and back them up with reasoning.</p> <p>Ability to organise, prioritise and finish tasks.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>5. Interpersonal Persuasion and Influencing</p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed, and self-motivated to inspire others to change.</p> <p>The ability to get value for the company from contact with customers and tenants.</p> <p>The ability to identify any additional issues and risks when dealing with applicants and to refer them for appropriate support.</p> <p>Ability to communicate with applicants to fulfil theirs and our business needs.</p> <p>Empathy with applicants and customers</p> <p>Self-aware and ensures own behaviour and attitude impacts positively on others.</p>	<p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>6. Communication</p> <p>Ability to engage with staff, peers, board members, tenants, and external partners to build relationships based on honesty, trust, mutual respect, and integrity to inspire confidence and respect.</p>	<p>D</p>	<p>AF/I</p>

Person Specification

Competent user of the digital/social media channels and their role in communication and driving business success.	D	I
7. Financial & Risk Management Demonstrable governance and financial compliance management experience to ensure robust and compliant operations. Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement. Risk aware, taking into account the reputation of the company.	E E E	AF/I AF/I I

Key:

AF = Application form

C = Certificate

I = Interview

T = Test