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## JOB DESCRIPTION

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# Lettings Advisor

<b>Line manager</b>	Lettings Team Leader
<b>Directorate</b>	Housing
<b>Team</b>	Housing Lettings

## KEY INFORMATION

Job title	Lettings Advisor		
Location	Hybrid - (Travel as required across our geography- Midlands/East of England).	Line manager	Lettings Team Leader
Salary	Up to £31,030.48 per annum – (100% FTE – 36.25hrs)	Directorate	Housing
Hours	36.25	DBS requirement	N/A

## MAIN PURPOSE OF JOB

To support the delivery of an efficient and customer focused Lettings Service, allocating properties in accordance with the relevant Group and Local Authority policies and procedures, and within service level agreements / key performance indicators.

Deliver a detailed, tailored pre-tenancy package to new customers including a clear and transparent approach to affordability and tenancy breaches with any additional support critical to the sustainment of the tenancy identified and in place prior to the tenancy commencing.

## CORPORATE TASKS

- A) Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- B) Contribute to the operational plans for the Housing service ensuring that key objectives are met. Aid continuous improvement and service success.
- C) Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- D) Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- E) Champion the Lettings department through continually improving processes and outcomes for staff and customers.
- F) Identify opportunities to grow and develop services, considering Value for Money in all actions.
- G) Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

## KEY TASKS AND RESPONSIBILITIES

1. Effectively manage and comply with all timescales included within the Group void process, driving efficiency to minimise the time taken to re-let our homes and reduce void costs in line with Key Performance Indicators
2. Ensure all empty homes are advertised quickly and efficiently with all adverts completed fully, including quality photographs/images and information, to help reduce bids and offers and maintain a professional image of the Group.
3. Liaise with Local Authority Lettings and Nominations Schemes to ensure swift advertising and allocation of our empty homes. Monitor and evaluate Service Level Agreements ensuring the Local Authorities are operating within agreed arrangements enabling us to allocate and let our homes at the earliest opportunity.
4. To co-ordinate offers for void properties in accordance with policies and procedures, ensuring minimum void loss, liaising with applicants to provide advice and guidance regarding

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allocations.

5. Review nominations in line with the appropriate Nominations Agreement or Choice Based Lettings system, complying with the ratio of properties. In addition, monitor agreed time limits and bring any issues to the attention of the Housing Services Manager / Lettings Team Leader.
  6. Maintain records of all properties empty / available for letting, ensuring the relevant databases are kept up to date at all times. In addition, to be responsible for the safe-keeping and circulation of keys.
  7. Arrange, and conduct where required, pre-tenancy interviews for customers who have been provisionally allocated to one of our homes. Incorporate our approach to Pre-tenancy, Affordability and Risk Assessments for prospective tenants, ensuring referrals are in place for support where required.
  8. Liaise with all internal teams, external agencies and contractors to end tenancies and to ensure empty properties are monitored and managed in an efficient way through void works.
  9. Process applications and maintain an internal waiting list where relevant issuing relevant forms and processing applications in line with Policy and Procedure adhering to published timescales; acting as a contact point for all communications from prospective applicants/tenants in relation to property offers and empty homes
  10. Prepare all offer notifications, monitor replies to offers, and keep records of reasons for refusals, using the relevant computer database. Ensure the appropriate computer records are created and updated accurately in relation to commencement, amendment and termination of all tenancies, including the provision of rent figures as required and CORE lettings recording.
  11. Complete tenancy agreements, arrange viewing appointments with prospective customers and provide all sign-up documentation packs and liaise with the Housing Managers / Housing Officers to ensure swift re-let times.
  12. Liaise with the Development team in relation to nominations and handover processes for new build schemes, as well as data in relation to future potential supply/demand, asset management/low demand properties, etc.
  13. Process succession, assignment and mutual exchange applications in line with policies and procedures.
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## GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development.
  2. To demonstrate and champion the values and behaviours of the Group.
  3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
  4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
  5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
  6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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## OUR VALUES

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Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



### **In it Together**

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity.



### **Heartfelt Service**

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



### **Own it**

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



### **Pushing the Boundaries**

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward.



### **Fun and Fair**

We work hard, enjoy it and treat everybody equally with respect and honesty.

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## ADDITIONAL DUTIES CLAUSE

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The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

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<b>Creation Date:</b>	August 2021	<b>Review Date:</b>	August 2024
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*To be reviewed as part of the Job Description review process*

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**Person Specification****Lettings Advisor**

*The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.*

**Essential Criteria**

Ability to negotiate with partners and customers to deliver the most desirable and appropriate outcome for the business.

Ability to prioritise work and meet deadlines.

A good working knowledge of IT applications such as Word, Excel, email and Microsoft Outlook.

Able to work on own initiative and as a flexible team member, willing to support colleagues and take on varied tasks.

Maintain confidentiality at all times.

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

Promotes equality of opportunity for all people as employees or customers.

**Desirable Criteria**

Degree level education or equivalent through relevant training/experience

Relevant professional qualification or an equivalent leadership qualification.

Knowledge of Housing Law and experience of practical application of legislation.

Knowledge and practical application of a lettings service.

Ability to work with internal and external partners to deliver an effective and performance driven lettings service.

Date of Issue	
Employee Name	
Signed by Employee	
Date signed	