

Job Description

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

PURPOSE OF THE POST

The primary purpose of the role is to monitor the end-to-end process to ensure void properties within Torus are ready promptly and any areas for action are identified.

Your daily routine will vary dependent upon the demands of the service therefore flexibility and commitment are required.

The role includes processing notices to leave, keys received, making decisions on terminating tenancies, tracking the void, and working collaboratively with other teams to ensure turnaround times are efficient.

The role will include signing up new tenants, issuing decorating vouchers and producing fobs to enable new tenants to access their new homes.

You will encourage tenants to use the digital platform, utilise the "Every Contact Counts" approach to maximise income and enhance our reputation with tenants, applicants, residents, and stakeholders.

You will be responsible for landlord checks on nominations from the Local Authorities respective waiting list in accordance with the allocations policies.

KEY RESPONSIBILITIES

1. Maintaining existing office systems including customer files and housing management systems.
2. Ensuring that properties are advertised promptly and correctly in line with the Local Authority allocation schemes.
3. Ensure that the procedures for the recalculation of affordable rented properties is followed.
4. Ensuring information provided to internal customers regarding policies and procedures is up to date.
5. Provide a front-line customer service acting as the first point of contact with all callers.
6. Maintaining up to date computerised records of all applications / tenants.
7. To provide a full clerical and support service to team members where required.
8. Production of statistical data and reports as requested.

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9. To ensure a positive profile for Torus through effective working relationships with service providers and other external associations
10. Liaise with utility providers over outstanding utility bills to void properties and work with internal teams to ensure that outstanding bills are paid appropriately.
11. To use all learning opportunities to develop the personal skills necessary to improve effectiveness, efficiency, quality, and delivery of services.
12. Complete the tenancy sign up with all new tenants which includes preparation of all documentation. including resolving issues with utilities and completing the relevant benefit applications.
13. Complete all follow up work associated with the sign up including inputting core data, profiling data, and uploading documents onto document storage.
14. Undertake courtesy calls to all new tenants within 48 hours of the tenancy date and resolving enquiries.
15. To deliver effective administration and implementation of empty homes processes from processing notices to leave through to producing access fobs enabling a tenant to move into their new home.
16. To maximise income and reduce the number of days taken to re-let empty homes within Torus.
17. To liaise with internal departments to ensure empty homes processes and procedures are streamlined and represent value for money. This includes effective communications with the In House Contractor, Assets, Support Services, Income, Development, and local neighbourhood teams.
18. To understand the Company's policies on empty properties, incentives, and sundry debts.
19. To assist with dealing with enquiries from a wide range of stakeholders including out-going tenants, their advocates, partner organisations, elected members, MP's and internal colleagues.
20. To respond to telephone, email and website queries demonstrating excellent customer care
21. To understand and undertake checks in accordance with the Data Protection Act

CORPORATE RESPONSIBILITIES

22. Have knowledge of Torus' vision and promote the values of the organisation at all times.
23. To maintain a comprehensive knowledge of Torus departments, services, policies, and procedures in relation to the role; and be responsible for maintaining effective working relationships with internal services, external agencies, and organisations.
24. Comply at all times with all Torus policies and relevant legislation including Data Protection, Equality and Diversity, Health and Safety, and financial regulations.
25. To understand the key business priorities and performance indicators throughout Torus.
26. Risk management is every member of staff's responsibility, and everyone has a role in carrying out appropriate Risk Management by adhering to the Torus Risk Framework; and contributing to risk identification, assessment and control exercises.
27. Support the delivery of value for money services, providing cost-effective, efficient, quality services to meet existing and potential customers' needs.
28. To have an understanding of equality and diversity, to enable the promotion of positive practices in all Torus activities.

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29. Contribute to the development of the Service Business planning process to ensure the vision and outcomes of Torus are delivered effectively.

Health and Safety

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

Equality and Diversity

31. 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

32. 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 Policy

Person Specification

Job Title: Allocation & Lettings Officer

Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification		
Educated to a GCSE standard or equivalent.	E	AF/C
Additional administration qualification NVQ / GNVQ	D	AF/C
CIH level 3 or willingness to work towards	E	I
2. Experience and Track Record		
Experience in using a wide range of relevant IT packages.	E	AF
Excellent communication / written skills.	E	AF/I
Ability to work on your own initiative.	E	AF/I
Ability to prioritise your workload and meet deadlines.	E	AF/I
Experience of dealing with the public in a service environment.	E	AF/I
Knowledge of housing, including sheltered properties.	D	AF/I
Excellent problem-solving skills.	D	AF/I
Ability to work as part of a team.	E	AF/I
Willingness to work flexible hours in order to meet customer needs and business requirements.	E	AF/I



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Person Specification

<p>3. Managing Change</p> <p>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.</p> <p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p> <p>Able to anticipate and respond to changing customer needs through consultation and by acquiring feedback.</p> <p>Able to give and receive information appropriately and presents a positive image through consistent straightforward communication.</p> <p>Able to prioritise, organise and efficiently complete day-to-day tasks and objectives showing awareness of budget restraints.</p> <p>Able to participate with team members to work in an open and cooperative working environment.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
<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>E</p>	<p>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>E</p> <p>E</p>	<p>I</p> <p>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>Competent user of the digital/social media channels and their role in communication and driving business success.</p>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>



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<p>7. Financial & Risk Management</p> <p>Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</p> <p>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.</p>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>
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Key:

AF = Application form

C = Certificate

I = Interview

T = Test

