

# Job Description

## Lettings Assistant



<b>Directorate:</b>	Assets, Housing Needs & Estates Management
<b>Team:</b>	Home Ownership, Lettings and Shops
<b>Role Type:</b>	Fixed
<b>Reports to:</b>	Home Ownership & Lettings Manager
<b>Direct Reports:</b>	N/A

### Overall Job purpose:

Reporting to the Home Ownership and Lettings Manager, to provide administrative support to the Lettings team alongside assisting the Home Ownership and shops management to ensure that we have a high-quality team-based approach to the management of these respective services

### Core responsibilities:

- Comply with GDPR and other regulatory standards when managing customer information and insight. Responsible for ensuring data captured across each of Shops, Home Ownership and Lettings meets the standard as set out in the CKH data quality process.
- Provide a high quality and responsive service to all applicants and customers offering advice and guidance where required and ensuring a real commitment to first class customer service in line with CKH policies and procedures.
- Follow CKH verification processes to ensure that applicants fully meet the necessary eligibility criteria for both acceptance into the applicant pool and then maintaining their applications so that it continues to meet eligibility criteria. Responding to tenant requests for information
- Processing of initial applications for Mutual Exchanges and assisting the Lettings Advisor where appropriate
- Processing of applications for garages and all associated tasks with letting a garage including distributing keys, creating rent accounts and associated paperwork.
- Complete property inspections for transferring tenants
- Work alongside Home Ownership and shops management team and contribute to an ethos of teamwork, joint working and providing a seamless and professional service to all customers. This will include working with these teams on:
  - Maintaining our Managing Agents records and monitoring.
  - Maintaining records of Homeowners and Applicants
  - Processing of Home Ownership enquiries

○ Monitoring Service Charges

- To identify opportunities for continuous improvement in CKH systems and processes, providing the Home Ownership and Lettings Manager with recommendations of where ways of working can be improved. To provide management information reports as requested by the Team Leader.
- Ensure we make full use of the IT applications available in providing a digital by default service that is automated where possible and operates in a clear and efficient way regarding customer service and other statutory and regulatory requirements.
- Follow CKH processes to ensure that applicants for shops fully meet the necessary eligibility criteria for taking on the management of the shops.
- Develop a full understanding of CKH shop portfolio to ensure that we always have full and accurate records on the daily management of shops.
- Monitor the monthly payments made by shop owners and ensure that payments are always made on time and are up to date.

### Key Relationships

Will be required to build and maintain excellent working relationships with the following key contacts/areas of service.

- CKH Applicants for Housing
- Internal Customers including Lettings Team, Home Ownership Team, Neighbourhood Managers, Customer First Advisers, Strategic Housing team, Scheme Managers, Short Stay Team, Tenancy Sustainment, Incomes and the Development and Sales team
- Shop Lessees
- Homeowners
- Cross Keys Homes' Repairs and Maintenance contractor
- Peterborough City Council & other Local Authorities

### Dimensions:

N/A

### Additional information:

Action

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Excellence

Integrity

Teamwork

- The post-holder is expected to work as part of a team and as the service evolves there may be some integration and flexibility within the role to respond to the needs of the service.
- A full current driving licence and access to a car
- There may be some Saturday morning working or evening work as the role develops
- This post requires a Basic Disclosure and Barring Service Check.

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

### Person specification

Requirements	Essential Criteria	Desirable Criteria
<p><b>Knowledge and experience</b></p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> <li>• A positive and enthusiastic approach allied to a professional work ethic</li> <li>• Experience and a demonstrable passion for working in a customer-focused environment</li> <li>• Significant and demonstrable experience of working with the public, over the phone and face-to-face</li> <li>• Solid experience of general administrative duties in a business environment</li> <li>• Experienced, pro-active and confident</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of property management</li> <li>• Experience of allocations and lettings using housing management systems.</li> </ul>

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	in dealing with customer complaints or conflict and of managing customer expectations.	
<p><b>Skills and abilities</b></p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> <li>• Demonstrates a can-do attitude in both words and action, and at pace.</li> <li>• Strong administrative skills; accurate and with attention to detail</li> <li>• Effective user of computer systems including Microsoft applications and databases (Word, Excel, Outlook)</li> <li>• Numerically proficient with an ability to manipulate data and undertake basic analysis.</li> <li>• A self-starter; able to use initiative.</li> <li>• A team player who actively works to ensure that the team has an excellent reputation and meets targets consistently based on their individual contribution to the whole.</li> <li>• Highly skilled in prioritising and organising own workload to meet</li> </ul>	

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	<p>tight deadlines with minimal supervision.</p> <ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, able to record information accurately and concisely</li> <li>• Flexible and responsible working style</li> <li>• Confident and able to deal with difficult situations or customers in a calm/diffusing way</li> </ul>	
<p><b>Personal behaviours and style</b></p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		
<p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<ul style="list-style-type: none"> <li>• A good general standard of education</li> <li>• A minimum of Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• Further education qualification(s)</li> </ul>



	GCSE/O level grade 4 or above (or equivalent)	
<p><b>Additional requirements</b></p> <p><i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i></p>	<ul style="list-style-type: none"> <li>• Willingness to undertake and maintain a basic DBS disclosure. Maintain a full, current and clean UK driving licence with access to a suitably insured vehicle</li> <li>• Must be able and comfortable to carry out lone working duties</li> </ul>	
<b>Version control:</b>		
<b>JD authorised by (Director):</b>	Stuart Fort	<b>Date:</b> 17/12/24

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