



## Role Profile

<b>Job Title:</b> Lettings Co-ordinator	<b>Role Profile Number:</b> P/A
<b>Grade:</b> M	<b>Date Prepared:</b> N/A
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Senior Lettings Lead/Lettings Welfare & Supporting Needs Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To ensure void Council homes are let at the earliest opportunity by shortlisting applicants and verifying their circumstances and eligibility in line with the Council's Allocation policy; working with colleagues in Voids to ensure homes are turned around as soon as possible for reletting by monitoring when keys are due back from contractors and prioritising cases accordingly. To carry out pre-assessment of applicants coming close to shortlist and checking applications are up to date and that applicant are bidding for suitable homes.

### Key Accountabilities

- Managing a caseload of offers and closely monitoring void times and return of properties to maximise rental income into the Council. Preparing information for reporting purposes and updates to Manager and progress meetings.
- To carry out pre-tenancy assessments to applicants close to the top of the shortlist ensuring they are tenancy ready and identifying any vulnerability that may impact on the type of housing being considered. To include all necessary checks in relation to history, housing related debts, suitability and enhanced checks if required.
- Liaising with colleagues in Social Care teams to ensure support plans are in place if required and that full checks are done as to the suitability of accommodation.
- To shortlist Council accommodation in line with the Council's Allocations policy using the Choice based lettings system and updating IT Housing System accordingly with notes and maintaining offers.
- To carry out move on assessments from supported housing or Adult Social care accommodation and monitoring bids accordingly.
- To assess, investigate and approve housing applicants eligibility for housing with the Allocations policy and legislation. To interview and assess applicants and tenants in their own homes or at the Housing

Office and to give advice, information and guidance on all other housing options. To assess an applicants need on medical or welfare grounds or through social care assessments.

- To complete affordability assessments and other verification checks to ensure an applicant is suitable for an offer of social housing and make any necessary referral to Greenlight to Housing.
- Producing reports for performance monitoring on lettings times and extracting reports from the system to monitor those on the waiting list for shortlisting and pre-assessment.
- Identifying potential hard to let properties and making recommendations for multiple viewings, open days and being innovative in ways of letting harder to let properties.
- To conduct viewings of empty Council homes, checking homes meet the Lettings Standard and referring any concerns to the colleagues in Voids.
- To maintain housing systems with progress of an offer and ensure application attributes are added and up to date for reporting purposes.
- To process undertaking to rehouse applications and monitor bids and refer to Tenancy Management when required.
- To assist the Council's Fraud and Audit teams with any applications under investigation by gathering information and evidence.
- Investigate, assess and respond to enquiries requesting a review of an applications eligibility or priority.
- Respond to enquiries from customers, MPs and Councillors, escalating any lessons learnt to teams and initiating any changes to customer information to improve the service.
- To attend multi-agency meetings when required.
- To mentor and train new starters in the team.
- Identify any properties suitable for adaptation and refer to Managers.
- Assist with the overall objectives for the team and wider Council and provide support and back up to the management team as necessary.

### **Supplementary Accountabilities**

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- To carry out all essential e-learning and attend any necessary training as directed by the Council.
- To adhere to lone working procedures for home visits and viewings.
- To promote equality and diversity best practices in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- To meet with customers face to face in reception, at a home visit or viewing.
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety.
- Undertake any other duties that can be accommodated within the grading level of this post.

## **Knowledge & Experience**

- Considerable experience of customer service face to face and over the telephone
- Good IT skills to include Outlook, Excel and Word and database systems giving attention to detail and accuracy
- Current driving licence or ability to travel throughout the Borough
- Can demonstrate can prioritise work and meet deadlines whilst working under pressure
- Ability to extract information from policy and interpret and apply accordingly without supervision
- Working in a housing related field or similar is preferred
- Experience of representing an organisation at meetings is preferred
- Lone working experience is preferred
- Knowledge of Housing policy and legislation
- Experience of working with vulnerable clients preferred
- Experience of presenting cases at multi agency meetings is preferred

## **Qualifications**

- GCSE English and Maths are grade C or above or equivalent
- Housing Level 3 qualification is preferred
- Willingness to study towards a Housing qualification

## **Decision Making**

- Assessing applications in line with Council's Allocations policy and approving an application for an offer of accommodation
- Deciding on a need for a contract of support or additional tenancy conditions
- Assess when the Council may owe a statutory homeless duty and refer to the homeless prevention or options team
- Considering direct match when applicants have had time to exercise their right bid through choice based lettings and action as per procedures in place
- Refer recommendations for direct match to Managers
- Priority need on case of welfare and medical grounds and discretionary approval
- Identifying properties suitable for adaptation

## **Creativity and Innovation**

- Presentation of communication documents for customers and partners
- Identifying ways of promoting hard to let properties through advertising, viewings, open days

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility</b></p>	<p>No</p>
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**Contacts and Relationships**

- Customers/General public
- Partner organisations such as Housing Associations, agencies and Housing Providers
- MP, Councillor enquiries
- Private Landlords, Lettings Agents
- Social Care Teams, Multi-agency panel meetings

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	