



Role Profile

Job Title: Lettings Assistant	Role Profile Number: HG00016
Grade: Salary: L	Date Prepared: March 2020
Directorate/Group: Communities and Housing	Reporting to: Senior Lettings Lead/Lettings Welfare & Supporting Needs Manager
Structure Chart attached:	

Job Purpose

Responsible for processing termination notices of Swindon Borough Council tenancies and co-ordinating the pre-transfer/pre-void process with the tenant and Voids Team. Visiting tenants in their homes to carry out lettings verification checks, a pre-transfer property inspection of their home and making recommendations for recharge as necessary in relation to the condition of the property; referring to a Surveyor if property in a poor condition. Advertising Council homes for let on Swindon's Housing Portal.

Key Accountabilities

- Make contact with tenant at the earliest opportunity to advise on shortlist position and carry out preliminary checks; to explain the pre-termination process and ensure the tenant wishes to move and is eligible for transfer.
- Process termination notices received onto the Council's database ensuring appropriate notice is applied. Monitor tenancy end date to ensure tenancy termination is correct and keep tenant informed of progress with their transfer; liaising with Voids colleagues to ascertain when property ready and liaising with Voids and tenant to ascertain if any minor works can be done during pre-void period.
- To advertise Swindon Borough Council homes on the Customer Housing Portal on a weekly advertising cycle for choice based lettings.
- To assess transfer applications in line with Swindon's Allocations policy ensuring verification checks are made to include an affordability assessment if required.
- To re-assess applications where there have been a change in circumstances and amend priority as necessary,
- To carry out all lettings verification checks required and if necessary make any referrals to Tenancy Management Team for enhanced suitability checks or joint interview.

- To carry out a home visit and pre-void inspection of the condition of the tenant's property, identifying if recharges are required and suitability for transfer. Making decision as appropriate to suspend application or continue with offer subject to verification checks. Make any required referrals to surveyor in relation to condition of property.
- To carry out viewings of empty homes with prospective tenants.
- To gather information for welfare and medical assessments and making any referrals to independent medical advisor as necessary.
- To gather information for cases referred from Adult Social Care to support Lettings Co-ordinators as necessary.
- To respond to telephone and on-line enquiries within service level agreements; giving explanations of the Allocations policy and the Choice Based Lettings scheme and how this applies to a customer's application.
- To process assist Assessment Officers with applications for transfer from Swindon Borough Council tenants including undertaking to rehouse.
- To write or contact Landlord and support agencies for information in relation to applications for housing.
- To identify clients with vulnerability and support needs and assist in the application or bidding process.
- To provide cover in busy periods and absence of other Lettings Team officers.
- Provide support to the management team.

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

Candidates must have substantial knowledge and experience in the following areas of business and will be

required to provide evidence of this:

- Proven experience of working with customers face to face and over the telephone; being able to demonstrate excellent customer handling skills and dealing courteously and in a professional manner, speaking clearly and showing patience towards others; being able to gather information and give support and assistance.
- Current driving licence or ability to travel throughout the Borough.
- Good IT skills to include e-mail, Word, Excel and data entry; ensuring data is entered accurately
- Experience of working in a busy environment and work to tight deadlines
- Experience of working with and being able to use and understand written policy and procedures and applying policy for decision making.
- An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject
- Experience of undertaking a range of different tasks, working on own initiative and working as part of a team and being able to move between tasks according to priority.
- Knowledge of housing policy is preferred but not essential for this post.
- Experience of lone working is preferred but not essential for this post.

Qualifications

- GCSE Grade C or Grade 4 or equivalent in English and Maths

Decision Making

- Makes decisions on how to interpret and apply housing policy
- Referring urgent priority cases to management for discretionary/urgent approval
- Making decisions on referral of cases to Homeless team to prevent homelessness
- Making decisions on referral of domestic abuse cases to Domestic Abuse officers
- Prioritising applications for assessment where there is a high priority need or whereby applicants could be successful in social housing in the short term
- Referring cases to Social Care teams, Social Care Housing Lead or Managers due to vulnerability
- Referring cases to the Tenant Academy Team for pre-tenancy advice and/or assistance
- Referring cases to Manager for debt approval

Creativity and Innovation

- Presentation of communication documents for customers and partners

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

- On a daily basis, the jobholder relates the circumstances of housing applicants to the Housing Allocations policy and procedures
- Refers cases to Homelessness service, Domestic Abuse Officers, Tenancy Management or supervisor/manager for further investigation/assessment
- Refers cases of possible medical/welfare need to Lettings Co-ordinators
- Regular contact with other teams within Housing and Social Care to ensure information is gathered for assessment of housing applications; obtaining information on previous tenancies and debts to assess if eligible or if review is required with referral to management/supervisor.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

Potential verbal abuse and aggression from customers.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	