



Job Description and Person Specification

Job Title	Lettings Officer
Job Grade	NCC Grade E
Reports to	Lettings Manager
Direct Reports	n/a
Other Resources	Mobile phone, Laptop
Role Purpose	To deliver a customer-focused lettings service through co-ordinated and effective management of allocations, lettings, sign ups and vacant property management.
Key Accountabilities	• To deliver an accessible customer-focused lettings service to applicants that takes account of the needs of vulnerable service users whilst achieving a high level of tenant satisfaction with the quality and standard of homes that are let. • To manage empty properties effectively to minimise the loss of rental income and to maintain sustainable tenancies. • To effectively operate the Nottingham City Council Housing Services' (NCCHS') Allocations Policy and procedures in order to match customer choice with available housing demonstrating an understanding of the needs of a vulnerable and diverse community. • To visit properties to undertake sign ups, pre-terminations inspections, accompanied viewings, multi-viewings and transfer inspections, including applying rechargeable costs for damage or poor tenancy conditions. • To deal with telephone enquiries from agencies, partners and customers, giving accurate advice on the HomeLink scheme, and where appropriate, different housing options. • To be responsible for ensuring that effective relationships and partnership working exists for rents and estate management, repairs and with other agencies and partners. • Other duties which are broadly consistent with the job description and level of the post.



Generic Responsibilities	• Demonstrate and promote excellent standards of customer care in the context of Nottingham City Council's Mission, Vision and Values, to uphold the NCC's Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to your post. • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.
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Signed and agreed by the post holder..... date.....


PERSON SPECIFICATION - Lettings Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
- Experience of working within a housing management environment - A working knowledge and awareness and understanding of current housing issues and legislation - Experience of delivering a high level of customer service - Experience of effectively managing empty properties and maintaining waiting lists, to minimise the loss of rental income whilst maintaining sustainable tenancies - Experience of working with homelessness, emergency accommodation and sustaining tenancies - Experience of carrying out property inspections - Proven ability in the delivery of continuous service improvements within a customer service and/or housing management environment - Understanding of financial regulations and company procedures relating to financial matters - Knowledge and experience of using IT as an analytical and management tool	E D E D D D D D D
Skills & Abilities	
- Good interpersonal skills and a proven ability to communicate effectively at all levels - Ability to develop and present written or verbal information in a clear and concise manner - Able to demonstrate skills to improve services and performance for our tenants and leaseholders - A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies - Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations as requested. - Demonstrated capacity to effectively organise, use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner - Demonstrated self motivation, and able to work with minimum	E E D E D E E



of supervision • Demonstrated firm but fair approach to managing, customer services and relationships, whilst maintaining a professional attitude. • Ability to undertake home visits with tenants and leaseholders as required • Ability to work effectively as part of a team. • Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and to work at other office locations as required. • Proven ability to work to a high level of accuracy • Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives • Ability to challenge discriminatory attitudes, statements and behaviours	D E E E E D D
Qualifications	
• NVQ level 3 or other relevant qualification or willing to work towards a relevant qualification • Demonstration of commitment towards personal professional development.	D D
Behaviours	
• Self-motivation • Working effectively at both a strategic and an operational level • Effective communication • Well organised and a methodical approach to completing tasks • Ability to prioritise • Analytical skills and ability to identify trends in data • Customer focused on reaching resolutions to issues	E E E E E E E

Author.....**Date**.....