



Lettings and Assessment Officer

Job Description and Person
Specification (April 2024)

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Lettings and Assessment Officer – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: HOME OPTIONS MANAGER

KEY OBJECTIVES:

- To support the Housing Options Manager with a project review of Wrekin's lettings approach.
- To assist the Housing Options Manager with the development and implementation of lettings related systems and processes, ensuring a focus on the customer journey and satisfaction.
- To support the Housing Options Manager in ensuring healthy demand for all Wrekin lettings products.
- To be responsible for the management of effective waiting lists which contribute positively to Wrekin's re-let performance.
- To be a point of contact for any specialist lettings related queries, both internal and external.
- To work in partnership with the Area Teams and Money Matters Teams to deliver an effective pre-tenancy assessment process which ensures all new tenancies are affordable and sustainable.
- To lead and manage the marketing of hard to let properties.
- To foster positive working relationships with Local Authority partners to ensure nominations obligations are met and do not create delays with lettings.
- To support the Housing Options Manager with lettings related reporting and monitoring requests.
- To undertake work that continually improves Wrekin's lettings services for our diverse range of customers.

KEY RESPONSIBILITIES:

- To create adverts and/or marketing material for vacant properties, waiting lists and new developments.
- To liaise with local authority partners for nominated applicants.

- To maintain a balanced register of waiting list, transfer, retention cases and nominations, requiring accommodation.
- To work with local teams during an outgoing tenant's notice period, to provide a pre tenancy assessed applicant or nominee.
- Where properties are difficult to let, to work with the local team and the Sustainable Lettings and Sales Manager to agree a strategy for improving demand.
- To work with applicants and nominees in their journey to pass through our pre-tenancy assessment process, liaising with other teams within the business where required.
- To carry out an assessment on all new applicants to ensure affordable and sustainable tenancies, ensuring low tenancy failure and turnover.
- To provide bespoke pre-tenancy advice, information and signposting to customers on money management and the costs of setting up a new home and managing a successful tenancy.
- To identify applicant support needs and ensure that these are communicated to the Housing Team before letting.
- To signpost and offer advice to applicants who do not pass successfully through the pre-tenancy assessment process. To liaise with the relevant support agencies where appropriate.
- To gather and manage the information required for an allocation to be made. Including ensuring that Right to Rent checks are carried out in line with Home Office guidance.
- To support the process around exclusions from housing in terms of information gathering, reviewing and communicating with applicants.
- To maintain regular contact with waiting list applicants to ensuring they still want to move, that their circumstances are up to date, that they will be ready to move when something suitable becomes available and whether there are any support needs.
- To assist the Housing Options Manager with regular waiting list reviews.
- To be the initial point of contact for any transfer requests from Wrekin tenants. Offering housing options advice and signposting where appropriate.
- A focus on assisting or supporting the customer to stay in their current home, where possible. Referring to other business areas, where appropriate (Money Matters, Adaptions).
- To support the Housing Options Manager with ensuring that there is a strong customer voice thread within lettings related activity.

- To assist with data gathering and pulling together reporting information.
- Assist with gathering and recording of information and preparation of reports.
- Accurately use and update Wrekin Housing Group I.C.T. systems
- Assist with the monitoring of outcomes from waiting list applicants and nominations

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Lettings and Assessment Officer – PERSON SPECIFICATION

QUALIFICATIONS:

- Minimum 2 GCSE's or equivalent, including English and Maths.
- Customer service related qualifications or evidence of training is preferred

SKILLS AND EXPERIENCE:

The post holder:

- Demonstrable experience in a housing or relevant environment is essential.
- Experience of operating a lettings service would be an advantage.
- Sound understanding of IT applications
- Proven record of outstanding customer care
- To work to targets and deadlines under pressure.
- To have strong written and oral communication skills, including the ability to contribute to analytical and/ or statistical reports and presentations.
- To be able to contribute to wider team knowledge / training on new policies and processes.
- To develop effective working relationships with customers, staff, partners and stakeholders.
- Experience of providing administrative support in a busy environment is essential.
- Must have demonstrable experience of working in a customer focused environment.
- Must be able to recognise and become an ambassador for the values associated with excellent customer service.
- Understanding of diversity issues and the different needs of customers and a flexible and patient approach when managing these.
- Must be able to communicate, confidently and effectively, via telephone, written and in person, to share information.
- Must have good keyboard skills to be able to accurately record details from customers during telephone conversations.
- Must either have experience of using office based I.T, systems, or be able to demonstrate I.T literacy outside of the workplace in the form of educational attainment.

- Must be able to work effectively as a team member, providing support and encouragement to others and promoting the team at all times. And recognise behaviour that falls short of this.
- Demonstrates judgement and the ability to work independently and take decisions at a local level, seeking advice and information when appropriate.
- Ability to work to deadlines and under pressure.
- Must have, or quickly gain, a broad understanding of all related service areas within the organisation in order to contribute to the organisation's commitment to continuous improvement.
- Must have a thorough understanding of all relevant Health & Safety at work procedures to ensure the safety and well-being of self and colleagues.

PERSONAL QUALITIES AND COMMITMENT:

- Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.
- Articulates opinions, ideas and information in an effective way. Actively listens to the communications of others.
- Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion.
- Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.
- Manages the achievement of objectives through planning, communication, consultation and monitoring to meet deadlines.
- Demonstrates sound judgement and independence in decision-making, seeking advice and information when appropriate.
- Focuses clearly on main company objectives, demonstrating flexibility and creativity to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information.

OTHER

- Flexibility in approach to hours worked.