

Lettings Officer.

Job purpose

Responsible for the effective day to day management and delivery of lettings across the business. To work with internal colleagues and relevant Local Authorities to ensure a fair allocation of property and to ensure it is let in a timely and accurate manner.

Responsibilities

- Co-ordinate lettings work to optimise the use of Bromford housing stock and to maintain balanced communities
 - Carrying out verification and credit checks to ensure our homes are let in accordance with policy and legislation
 - Accurately updates and maintains all systems (both paper and electronic) in line with Data Protection
 - Raises queries as and when they arise so data can be processed as quickly and as accurately as possible, escalating unresolved queries to the team leader when appropriate
 - Is prepared for and participates fully in all individual and all team meetings
 - Provide excellent customer service, ensuring that customers are well advised, effectively communicated with and supported through the lettings process
 - Assist in all aspects of the marketing of properties including researching and designing marketing material for properties to be advertised on a range of platforms, including local authority choice based letting schemes in a timely manner
 - Maintain and manage shortlists for advertised properties in accordance with the appropriate local authority and Bromford policies, ensuring a fair and transparent process
 - Communicating decisions to customers in writing and by phone
 - Arrange viewings of void property - liaising with colleagues, nominees and external agencies
 - Work closely with and develop great relationships with Neighbourhood Coaches to deliver an excellent customer experience
 - Work with Local Authorities and any other relevant agency to ensure effective allocation of property
 - To promote mutual exchanges and to administer the application process, liaising with all relevant teams, customers and landlords
 - In conjunction with colleagues in other teams, ensure tenancy agreements are produced in line with the tenancy policy and legislative requirements
 - Processing all tenancy notices, deaths, evictions and abandonment and advising other teams and external agencies as required
 - Ensure the prompt re-letting of all available voids to minimise void periods
 - To guide new customers through the lettings process ensuring information and records are gathered and issued in accordance with policy & procedures.
 - Liaising with the empty homes team to manage customers' expectations and ensure they are kept up to date with progress throughout the lettings process.
- To work with the Development team ensuring up-to-date information is obtained regarding developments



Experience

- Experience in a customer focussed environment
- Proven ability and experience of dealing with PC-based information systems

Qualifications

- No essential qualifications required
- Desirable, ground working specific qualifications i.e. NVQ or equivalent

Practical/Technical knowledge:

- Experience of working in social housing or related private rented sector desirable

You will also need:

- Ability to communicate well with colleagues and customers alike, in an engaging and welcoming way and able to build good working relationships with operational colleagues
- Ability to be diplomatic and handle difficult situations
- A sympathetic approach to the needs of vulnerable customers
- Positive attitude and is a consistent and engaging team player, who is proactive and prioritise workload

Skills

- Customer Focus
- Ensures Accountability
- Communicates Effectively

What do we all have in common?

We all have a passion to perform well in our roles deliver the best outcomes for the customer and the business. We believe and live the Bromford DNA.

Be.Bold Because...people are counting on you

Almost every choice you make here has the power to change someone's life for the better. This is a big opportunity to make a real difference, we empower you to empower others by giving you the freedom to think for yourself, try new things and challenge convention.

Be.You Because...relationships are built on personality

Every single one of our customers is unique, and so are you! Being able to express yourself at work helps connect with people and perform better at your job. Life experience, interests and emotions are the bricks that build real relationships between customers and colleagues.

Be.Honest Because...we can learn from the truth

Life's better when we all do what we say and say what we do. Working in an open and honest environment gives you the freedom to get on with your job.

Be.Brilliant Because...you can thrive here

We give people the opportunity to create a brighter future for themselves. Whether it's by providing a safe and secure place to call home, or an inspiring and collaborative place to work.

