

## Job Description

<b>Job Title:</b>	<b>Lettings Advisor</b>
<b>Reporting to:</b>	Allocations and Lettings Manager
<b>Department:</b>	Housing Services
<b>Direct Reports:</b>	None
<b>Budget:</b>	None
<b>JD date reviewed:</b>	March 2023
<b>Job Level:</b>	12

### Job Purpose

Eastlight is a community centred housing association with just over 12,000 homes. We are the largest Community Gateway Association and empower our residents to make key decisions about their homes and services we provide.

To provide an intervention, case management, and liaison role between Eastlight, its communities, and partnering organisations to help monitor and develop the communities, so that any issues are identified and managed, and that Eastlight customers are able to live in positive places.

The role will be responsible for providing excellent lettings service for Eastlight and to our customers. To work across the Development teams, Home Solutions Teams, Customer Services Teams and Tenancy Management teams to have a joined up approach and ensure a smooth service delivery across the organisation to all our teams and our residents.

Embrace the principles of community gateway and demonstrate our values in all that you do.

### Key Strategic Responsibilities

- To champion Community Gateway. Deliver and promote the community empowerment strategy to our customers
- Act as an Ambassador for Eastlight and work in partnership with customers, colleagues and other agencies to constantly improve services
- Liaise with existing support agencies and sign posting to relevant organisations to ensure a joined up approach is taken. Acting as a resident advocate as necessary
- Ensure residents are treated with dignity and respect having regard to Eastlight's single equality scheme

### Key Functional Responsibilities

- Let all our homes within the provision of the allocations policy and targets for void properties
- Provide advice to clients on complex issues relating to relating to relevant area of housing lettings, tenancy, or support, to provide effective customer support and resolve issues appropriately
- Manage a caseload of customers or properties to help ensure that check ins and support are provided, and that individuals are helped into tenancies, and are supported during their lives in Eastlight homes

- Schedule and carry out a programme of housing related activity such as client viewings of available properties, or property and neighborhood inspections, to help Eastlight monitor, manage, and let its homes
- Carry out face to face interviews, home visits and telephone contacts with customers to diagnose and understand customer issues and needs, so that advice and guidance provided is suitable and targeted
- Liaise with and work closely with colleagues, other relevant organisations and family/supporters to access specialist support and funding and to refer tenants to other providers of care or support
- Effectively administer the Choice Based Lettings (CBL) scheme to provide choice & transparency and to build sustainable communities. Positively promote and let housing for customers and promote the downsizing assistance scheme
- Provide a comprehensive response to all enquiries regarding allocations and garages using the customers preferred method of communication
- Encourage, motivate and support tenants to live as independently as possible within the local community using a hands-on approach as necessary
- Assist in the setting, monitoring and ongoing improvement of standards for the delivery of the service, to include dealing with resident complaints and suggestions for improvements to the service
- Advise and support residents in understanding their tenancy agreement and co-ordinate support to ensure their home is in good condition and their personal care is of a good standard
- Arranging and Chairing Multi-agency meetings and coordinating actions as required
- To work with new tenants of Eastlight who are identified as having a support need or at high risk of tenancy failure by providing advice that ensures understanding of tenancy rights and responsibilities
- To produce, maintain and update accurate records including residents' notes using available IT systems including entering all CORE information and ensuring monthly audit of CORE is correct
- Be proactive in raising the profile of the importance of safeguarding for residents and identifying and reporting residents who may be at risk
- Liaise with residents, other professionals and public enquiries in a professional manner, treating people with dignity and respect, ensuring confidentiality and promoting equal opportunity and anti-discriminatory practice. This may involve participating in case conferences
- Attend relevant training courses and show commitment to professional training and development
- Assist with consultation for Development schemes across the district, which may involve evenings and weekends
- Liaise with other departments and Identify properties required for decants, tenancy successions and management moves when required
- Liaise with residents to agree suitability and works to be carried out at the decant properties when appropriate

- Complete all paperwork required as part of the residents move, including affordability checks, sign ups, taking properties out of commission and the processing of downsizing and home loss payments
- Gather and record equality and diversity information from our customers
- Develop close working partnerships with the Local Authority, other landlord members of the CBL scheme, other relevant agencies and Eastlight colleagues to ensure excellent customer service and high performance
- Administer the temporary property lets made available to the Local Authority
- Let all our garages and parking spaces within the provision of our allocations and garage policies
- Work closely with other agencies, such as Occupational Therapists to meet the support needs of applicants and ensure the most appropriate use of adapted properties
- Carry out viewings, videoing of property for advert and pre-exit visits where appropriate
- Develop the lettings service to ensure that customers receive the best information and advice available
- To manage the mutual exchange process with regards to inspection visits etc. where appropriate
- Administrative duties in respect of choice-based lettings and allocations as required
- Record and provide information and statistics as required, including CORE
- Any other reasonable duties as requested by line manager

## Person Specification

<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• No specific qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in partnership engagement with clear measurable outcomes</li> <li>• Experience of dealing with the public and giving a positive customer experience</li> <li>• Experience in engaging and empowering residents in the management of their homes</li> <li>• Sound experience and understanding of straightforward procedures or systems</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Track record of achieving targets and producing positive outcomes</li> <li>• Positive and innovative approach to problem solving</li> <li>• Uses clear and effective verbal communication skills without supervision and provides technical guidance when required on expressing ideas, requesting actions and formulating plans or policies</li> <li>• An up to date comprehensive knowledge of housing issues and processes, including those driven by regulation such as tenancy rights, housing management, anti-social behaviour or property lettings and</li> </ul>

management, including other related support issues such as welfare benefits systems, financial inclusion, tenancy sustainment, or employment

- Proven understanding of lettings, allocations and tenancy issues such as rent arrears processes and recovery methods
- Proven knowledge of housing management and repairs and maintenance
- Able to provide planning, organizing, prioritizing and overseeing activities to efficiently meet business objectives
- Can quickly and effectively establish trust with customers and stakeholders
- Negotiates without supervision and provides technical guidance when required on how to help the organisation by obtaining consensus between two or more internal or external parties who may have different interests
- Flexible and creative approach
- Effective team player
- Have knowledge of Community Gateway and how this influences service delivery
- Experience of dealing with the public and giving a positive customer experience
- Benefit and UC knowledge
- Proven ability to work independently
- Ability to work to tight and often demanding deadlines and targets
- Ability to motivate clients for self help
- Good negotiation, networking and influencing skills
- Calm, polite and level headed and able to deal with emergency and sensitive situations in a professional manner
- Knowledge of Health and Safety regulations
- Knowledge of the importance of safeguarding
- Possess a full clean driving license and have access to a car or the ability to travel across the region for work purposes