

## Job Description

<b>Job Title:</b>	<b>Lettings Administrator</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>	10

### 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 a comprehensive, efficient, and effective technical support to the Allocations and Lettings team to maximise service continuity and quality, assisting Eastlight in achieving its purpose and objectives. The role will undertake a range of more complex technical administrative activities.

The role will oversee the mutual exchange and allocations administration processes, ensuring performance targets are met, risks to the organisation are minimised and to ensure that customers receive an excellent service.

### Key Strategic Responsibilities

- To champion Community Gateway. Deliver and promote the community empowerment strategy to our customers
- Act as a point of contact for enquiries from internal and external stakeholders including customers, providing technical advice regarding processes and associated documentation in a professional and timely manner
- Carry out operational tasks by following established processes. This will involve adjusting multiple settings or parameters to meet performance standards
- Maintain manual and electronic systems, including formal records, for the services supported to ensure data accuracy, confidentiality, and security
- Prepare moderately complex documents using a variety of computer applications such as Microsoft Office. Also responsible for gathering and summarising data for reports
- To deliver a comprehensive service to our customers and ensure that all Mutual Exchange applications are processed and fully recorded within the target timescales and assist Lettings Teams to meet their targets

### Key Functional Responsibilities

- To ensure that Housing Managers and other Officers are kept up to date and well informed of developments in dealing with a specific case so that they can effectively support and communicate with the tenant(s) affected
- To provide confirmation of provisional acceptance of mutual exchange applications and obtain approval for manager sign off

- Ensure that all prospective mutual exchange customers are subject to verification checks, including obtaining references and housing benefit checks
- Ensuring residents are updated on the progress of their exchange throughout the process
- To liaise with staff in other teams and ensure that all mutual exchange properties meet legal and health and safety requirements e.g. gas safety certificates, electrical checks, and that recharges are identified and confirmed to the relevant tenants
- To respond to correspondence from customers within target times, effectively and within response timescales
- To ensure the correct tenancies are offered
- To work alongside the team helping to ensure preparation of all sign up paperwork for mutual exchanges and Lettings team
- To ensure that all new customers information is input into the relevant record management systems and that supporting documentation is scanned into the electronic document management system
- To interrogate housing management data systems and file records to verify compliance with tenancy obligations including rent arrears, ASB
- To assist the housing team in promoting mutual exchanges and other tenancy move opportunities, including allocations to existing and potential customers
- To assist tenants in obtaining a suitable mutual exchange or allocation where appropriate
- To work closely with Tenancy Officers and Customer Service Officers and other officers in the business to ensure that all mutual exchanges or transfers are compliant with procedures
- To support the lettings teams in ensuring all CORE forms are completed
- To complete monthly reports for Housing Manager on mutual exchanges and lettings
- Provide a high quality of service and contribute towards continuous improvement within the organisation by achieving the objectives set out in individual work plans. Maintain accurate, complete, consistent and up-to-date records which are to be available as and when required for performance, customer insight or auditing purposes
- Ensure that a high standard of customer care is always provided
- Have the knowledge and confidence to make appropriate safeguarding referrals where there are concerns to ensure safety of our customers
- Provide cover for colleagues as required
- To carry out any other administrative duties associated with the Lettings service
- To promote and manage the garage waiting list and garage sign ups
- Attend internal team briefings and meetings in order to facilitate effective communication
- To take ownership and responsibility for any service-related complaints or queries ensuring that the customer experience is positive, professional and within set timescales
- To ensure that clear links are established and maintained with both income management team and repairs/asset management teams
- To advise Line Manager if, at any time, the above duties and responsibilities cannot be performed

- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of 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>• Proven experience and understanding of straightforward procedures or systems</li> <li>• Experience of providing administrative support services and working with a range of partnership organisations such as public sector bodies</li> <li>• Experience of note taking</li> <li>• Ability to work independently with good time keeping and problem-solving skills</li> <li>• Demonstrate initiative, organisation skills and able to work to deadlines</li> <li>• Flexible approach to work with the ability to plan and take responsibility for task completion</li> <li>• Experience of working with the public, both face to face and on the phone</li> <li>• Experience of delivering excellent Customer Service</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Uses clear and effective verbal communications skills without supervision and provides technical guidance when required on expressing ideas, requesting actions and formulating plans or policies</li> <li>• Able to draw on guidance to plan, organise, prioritise and oversee activities of others to efficiently meet business objectives</li> <li>• Able to develop, monitor, interpret and understand policies and procedures, while making sure they match organisational strategies and objectives</li> <li>• Knowledge of the area of leasehold and any relevant specialised support knowledge related to that service area</li> <li>• Knowledge of a range of Eastlight systems, processes, and procedures, which may be complex</li> <li>• Knowledge of relevant complex criteria, requirements and standards against which documentation will be reviewed</li> <li>• Knowledge of IT packages including Word, Excel, and PowerPoint</li> <li>• Supports business processes without supervision by understanding and effectively using standard office equipment and standard software packages, while providing technical guidance as needed</li> <li>• Works under supervision to perform elementary data analysis for use in reports to help guide decision making</li> <li>• Able to acquire, organise, protect and process data to fulfil business objectives</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Uses an understanding of numerical concepts to perform mathematical operations such as report analysis with guidance</li><li>• An awareness of Safeguarding and issues that affect residents</li><li>• Possess a full clean driving license and have access to a car or the ability to travel across the region for work purposes</li></ul> |
|--|---|