

## JOB DESCRIPTION

**Post:** Lettings and Project Officer  
**Responsible to:** Housing Services Manager (HSM)



### Overall Role Objectives

- To work as part of a team providing housing management and tenancy sustainment support services to Ability's client group, which includes customers with learning disabilities, mental health needs and / or physical and sensory impairments.
- To co-ordinate the nominations and lettings service for Ability's properties, working closely with Housing & Property Management staff and Care & Support staff to keep void periods to a minimum and ensure that Ability's homes are let appropriately and within target timescales.
- To provide project management services to support the Housing Management team in developing a policy and procedure framework to underpin effective service delivery.

### Key tasks

#### Lettings and nominations

Collect pre-void information provided by housing management colleagues and others, initiate the search for potential new tenants and ensure all parties have appropriate end of tenancy information and advice.

Log tenancy termination information on the housing management database and ensure all relevant stakeholders, including Housing & Property and Care & Support staff, tenants and their representatives have all relevant information. Send confirmation paperwork to tenant(s).

Ensure that each end of tenancy and new letting is completed in line with administrative and legal requirements, including the tenancy termination, tenancy agreement and associated paperwork, HB / UC application, CORE forms etc.

Manage all aspects of marketing / advertising of empty properties, including managing applications, shortlists and scheduling accompanied viewings.

Develop specialised knowledge and skills in the service area, Ability's housing stock, customer base and partner organisations in order to contribute to service improvement.

Nominations agreements: maintain accurate, up to date and readily accessible records of all nomination agreements for Ability properties and ensure that these are adhered to when letting properties; assist the HSM and others in (re)negotiating nominations agreements.

Build and develop effective working relationships with the local authorities, landlords and others who have nomination rights to Ability's properties, including regular contact either face to face or by phone / email, in order to meet occupancy targets.

Working closely with the Housing & Support Officers (HSOs) who are responsible for assessing potential tenants and managing their tenancies, as well as Care & Support staff, to request nominations from appropriate sources in line with the nominations agreement for a particular property, the Association's policies and relevant timescales.

Ensure that relevant information is exchanged in order for the nominating authority, Ability housing management staff and Care & Support staff to make recommendations within the Lettings Policy, the property / scheme attributes and the particular support needs of the applicant.

Manage the Association's own Housing Register, in order to identify potential tenants when the external nominations process does not provide a suitable applicant within the allotted timescales. Liaise with the families / appointees and support providers of applicants.

Working with the HSM and HSOs, follow up letting approvals with confirmation of tenancy start date and ensure that housing management staff have all relevant paperwork in time for tenancy sign up.

Create all new tenancies on the housing management system, ensuring that all relevant information is collected and input, including contact details for the tenant, their representatives and support workers and other associated information, such as the assessment and signed tenancy agreement paperwork, service charge information, HB authorisation forms, key receipts etc.

Where the in-coming tenant lacks capacity, ensure that all appropriate documentation is completed and recorded and information exchanged in line with relevant legislation, including Court of Protection paperwork and advocate information.

Work closely with the Revenue and Arrears Officer and Housing Management staff to ensure that rent payments are initiated and welfare benefits such as HB / UC are applied for.

Provide advice and information to housing applicants and new tenants in order to support their start of tenancy, directing them to appropriate support and forwarding details to colleagues and others.

Ensure that any errors or irregularities are brought to the attention of the HSM or other appropriate manager.

Assist housing management staff with managing / co-ordinating Mutual Exchanges and transfers; provide advice to tenants and colleagues about moving options, including moving on to more independent living.

### **Project management: service improvement**

To participate in projects and working groups covering a range of supported housing, tenancy and property management activities, including project managing policy reviews and the development of operational procedures, guidance notes and business processes.

To assist the team by co-ordinating other related initiatives and stakeholder engagement activity that support the delivery of Ability's housing / tenancy management services.

Prepare project plans and lead project teams to achieve agreed outcomes, including assisting the team with reviewing / analysing existing processes, identifying stakeholders, service dependencies and service improvement opportunities.

Carry out research in relevant activity areas, identify sector best practice and support service delivery colleagues in the development of business processes, including standard forms, templates and letters.

Document progress, ensuring timely and accurate reporting; take meeting notes, update action plans, manage version control, write updates, provide reports and carry out associated admin tasks.

Support the team with communication strategies and generate information to suit the audience; consult with and present to a variety of audiences including Ability staff, outside agencies and service users.

Assist the team with developing user-friendly data sources and record keeping systems in order to continually improve service delivery; maintain accurate and up to date database information (housing management system, Excel, or other).

KPIs / performance data: support the HSM in producing monthly monitoring and other performance reports and statistical information.

Assist the HSM and others to coordinate team training and development activity.

Assist the Property Services Manager and their team with property management related service improvement projects, ensuring that customers are able to access and receive seamless services across Housing and Property management.

### **Financial responsibilities and administration**

To complete in a timely and accurate way all forms and records relating to customers' moves in and out of Ability's properties, including CORE, tenancy records etc and assist with the completion of statistical data as requested by the HSM.

Responsible for the Voids and Lettings data report, working with Property and Housing colleagues and others to ensure that information is accurate, up to date and provides performance management information to measure and improve service performance.

To maintain accurate, comprehensive and up to date customer contact information and other service monitoring and administrative systems in accordance with Ability's policies and procedures.

Complete periodic lettings returns as required by the Local Authorities or landlords (eg where Ability is the managing agent) accurately and in a timely manner.

Responsible for amending / updating the tenancy database / housing management system to reflect changes eg tenancy changes, name changes, appointee details etc.

To comply with Ability's financial policies and procedures in relation to expenses and mileage claims, petty cash, contract management and the procurement of goods and services.

To work with the team to ensure that customers are kept informed about Ability's services and to contribute to information collection and provision via meetings, newsletters, website / social media and personal contact.

## **Safeguarding responsibilities**

To assist the team and Ability as a whole to fulfil our Safeguarding duties by being vigilant and proactive about assessing safeguarding issues with regards to customers using or visiting Ability's services. Take appropriate action to protect customers from all forms of abuse and promote the wellbeing of those using our services.

## **General**

To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties, including data protection / GDPR.

To be aware of and comply with all the Association's current policies, procedures and guidelines and to keep up to date with the knowledge and skills required to deliver the responsibilities of the role, including attending training, learning from others and personal research and study.

To assist the management team in setting performance targets and to be accountable for meeting personal and team performance targets.

To contribute to the development and sharing of policy, procedures, best practice and service improvement.

To manage own time effectively, including lone working and travelling between Ability's properties where required.

To deal promptly and effectively with complaints in line with the Association's procedures, managing each through to completion.

To promote effective multi-agency working by keeping up to date on other relevant statutory and voluntary agencies, cultivating local contacts, attending regular network meetings and generally promoting the work of Ability Housing with other agencies.

Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote Health & Safety related policies in all areas of their work, including attending training as appropriate.

To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.

To work and communicate effectively with colleagues to meet organizational and team objectives and targets

To attend internal and external meetings as required, including supervision and appraisal meetings. Time off in lieu is available for attending meetings outside of normal office hours.

To carry out other duties, reasonably requested, which may be appropriate to the role.

## Lettings & Project Officer – Person Specification

Each applicant must be able to demonstrate how they meet the desirable and or essential qualities of the role they are applying for. Candidates will be assessed using the criteria set based on the experience, knowledge and personal attributes set out in their application, which can be a covering letter and or application form, as well as via an interview and assessment process.

Criteria	Key Requirements	Criteria Desirable/ Essential
<b>Experience Required</b>	<p>Experience of providing void management and lettings / allocations services in the social housing sector</p> <p>Has worked in a supported housing environment</p> <p>Has experience in delivering other relevant housing and tenancy management services such rents/arrears, tenancy management, ASB, estate services</p> <p>Experience of developing and maintaining effective working relationships with external stakeholders</p> <p>Has experience of working with vulnerable adults with mental health and or learning or physical disabilities</p> <p>Previous experience of involving customers, colleagues and other stakeholders in service improvement activities</p> <p>Experience of delivering successful service improvement projects</p> <p>Experience of assisting in the development of service delivery policies and procedures</p> <p>Be proficient in using Microsoft Office applications, including Word, Excel, Outlook and Explorer</p> <p>Has experience in using Housing Management database/systems, or equivalent activity management / CRM system</p> <p>Experience of helping to develop databases and reporting frameworks to record and monitor performance</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Knowledge &amp; Skill</b>	<p>Has knowledge and an understanding of the legal and regulatory framework of social housing and property / tenancy management</p> <p>Able to demonstrate a sound knowledge of the working practices of social housing landlords and keeping up to date with Best Practice</p> <p>Understands the importance of an effective policy and procedure framework to support operational service delivery</p> <p>Has a good understanding of welfare benefits and relevant legislation / regulations</p> <p>Demonstrates sound project management skills and an understanding of associated communication strategies</p> <p>Skilled in researching, data gathering, record keeping and data management; able to analyse information and data logically and</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>

	<p>present it to a variety of audiences</p> <p>Can demonstrate excellent numeracy and literary skills appropriate to the requirements of the job role</p> <p>Can effectively manage a busy and varied workload, prioritise between conflicting demands and be able to meet deadlines</p> <p>Experience in effectively persuading, influencing and negotiating with a wide range of people</p> <p>Ability to work on own initiative within the legal and policy framework of a workplace environment</p> <p>Shows an awareness of value for money and considers this in all activities</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Personal Attributes</b>	<p>Shares and is committed to the Association's values and a desire and aptitude for helping people to maintain independence</p> <p>Has the ability to build effective relationships with work colleagues, customers and external work contacts</p> <p>Shows originality and a can do attitude in improvements to the way we provide services.</p> <p>Ability to be flexible in approach to changes in the working environment</p> <p>Demonstrates resilience and seeks solutions in pressured and stressful situations</p> <p>Can demonstrate self-motivation and has the determination in seeing a job or task through to the appropriate stage.</p> <p>Self aware, self managing and willing to learn: evaluates and reviews own work to meet or exceed objectives.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Customer Focus</b>	<p>Understands how own role and actions can impact on external and internal customers</p> <p>Has a proven track record of developing solutions which meet short and long term customer needs</p>	<p>E</p> <p>E</p>
<b>Working Together</b>	<p>Ability to work collaboratively as part of a team, developing good working relationships with colleagues and external service providers</p> <p>Able to provide advice and guidance to colleagues and others where appropriate.</p>	<p>E</p> <p>E</p>
<b>Communication</b>	<p>Excellent communication and inter-personal skills</p> <p>Can show experience of working with challenging customers in 1-1 situations</p> <p>Ability to analyse information and produce clear and concise written reports, suited to the audience</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Equality and Diversity</b>	<p>Can demonstrate an understanding of issues and barriers faced by tenants / household members who have learning disabilities, mental health needs and / or physical and sensory impairments.</p>	<p>E</p>

<b>Education &amp; Qualifications</b>	5 GCSE passes at grade C or above including English and Maths, or equivalent	E
	Professional qualification in a relevant property / housing management discipline, or qualified by experience	E
<b>Other post requirements</b>	<ul style="list-style-type: none"> <li>• Car driver – full clean driving licence and use of own car for work.</li> <li>• Able to carry out visits across Ability's geographical area of operation.</li> <li>• The post requires an enhanced DBS check.</li> </ul>	Essential for all

### **MAIN TERMS AND CONDITIONS**

Post: Lettings & Project Officer

Salary: £29,000

Main Work Location The Coach House, Staines

Salary Band: D

Pension: SHPS DC Scheme

Health Care: Ability operates a health care cash plan scheme for all employees after successful completion of probationary period.

Annual Leave: 22 days upon starting and will increase by 1 day per year up to a maximum of 25 days per annum.

Hours of Work: 35 hours per week (exclusive of breaks).

Mileage: Paid at the current rate in accordance with the Expenses Policy