

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No. & Job Title:	Lettings Officer
Grade:	Grade 5
Responsible to:	H61 - Lettings Manager
Job Objective:	To allocate properties in accordance with the Allocations Policy. To ensure that the void period between tenancies is within target

Main Duties and Responsibilities:

1. Undertake the Lettings of all properties either under termination or currently vacant and ensure that they are let at the earliest opportunity and the void period is at a minimum, in accordance with policy and procedures.
2. Monitor property void times and targets of performance in the letting of properties including attending meetings with other teams to improve performance and ensure an efficient lettings process.
3. Promote an open and transparent system of offering properties to applicants on the housing list through use of the Choice Based Lettings system.
4. Ensure that records kept in the Choice Based Lettings system and other records such as spread sheets are maintained to a high standard.
5. Assist with the control/monitoring of the section's budgets, with particular emphasis on the Lettings budget.
6. Assist the senior maintenance officers in the monitoring of contractors performance levels and targets.
7. Provide advice and guidance to applicants, both on telephone and face to face, during the allocation of their tenancy.
8. Maintain positive working relationships with registered social providers rehousing applicants within the borough.
9. Monitor allocations by registered social providers to homeless households to ensure that their homeless application is dealt with appropriately.
10. Develop positive working relationships with external agencies, including social services, to support vulnerable applicants with their rehousing.

11. Pro-actively allocate new build properties to reduce void times between handover from the developer and allocation, including supporting registered social providers in their allocations.
12. Support applicants to move to a property more suitable for their needs, therefore making the best use of the Council's housing stock.
13. Support and advise housing needs officers, especially in regards to eligibility.
14. Liaise with the homelessness team in regards to applications from homeless applicants.
15. Liaise with the tenancy and estates and retirement living teams in regards to sensitive lets and appropriate allocations.
16. Organise and arrange sign ups, application interviews, visits and pre termination inspections.
17. Assist the Lettings manager to develop policies and strategies appropriate to the needs of housing applicants.
18. Ensure that all services provided offer best value for money and comply with standards laid down
19. To deputise for the Lettings Manager as necessary.
20. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of H65 - Lettings Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.