

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

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| <b>Directorate:</b>              | Chief Executive's Department  |
| <b>Division:</b>                 | Housing   |
| <b>Post No. &amp; Job Title:</b> | H65 - Lettings Officer  |
| <b>Grade:</b>                    | Grade 6   |
| <b>Responsible to:</b>           | H61 - Lettings Manager  |
| <b>Responsible for:</b>          | No direct responsibility for employees  |
| <b>Job Objective:</b>            | To advertise properties on the Choice Based Lettings System<br>To allocate properties in accordance with the Allocations Policy<br>To terminate and offer new tenancies to customers<br>To ensure that the void period between tenancies is within target |

### **Main Duties and Responsibilities:**

1. Undertake the Lettings of all properties to 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 performance including attending meetings with other teams to improve performance and ensure an efficient lettings process.
3. Ensure that records kept in the Choice Based Lettings system and other records are maintained to a high standard.
4. Ensure that tenancies are terminated in accordance with the Tenancy Agreement and take responsibility for monitoring all tenancy terminations and ensuring prompt return of keys from the outgoing tenant.
5. Compose adverts for the Council's properties on the Choice Based Lettings system, ensuring that the allocation requirements for each properties are met
6. Ensure the prompt shortlisting of applications, minimising void and applicant waiting times.
7. Ensure that shortlisting is done in accordance with policy, property and applicant requirements. Ensuring that applicants are not overlooked incorrectly, and local lettings policies and sensitive lets are used correctly.
8. Ensure that vulnerable applicants are not disadvantaged by the scheme by ensuring that records are updated and provisions are put in place to assist vulnerable applicants

9. Ensure that relevant risk and vulnerability information is recorded, investigated and provided to other teams when allocating properties
10. Identify customers that may have additional support needs and make appropriate onward referrals
11. Ensure that tenancies are offered in accordance with the Council's Tenure Policy and the correct rent in advance and service charge calculations are made.
12. Provide advice and guidance to applicants, both on telephone and face to face, during the allocation of their tenancy.
13. Maintain positive working relationships with registered social providers rehousing applicants within the borough.
14. Monitor allocations by registered social providers to homeless households to ensure that their homeless application is dealt with appropriately.
15. Develop positive working relationships with external agencies, including social services, to support vulnerable applicants with their rehousing.
16. 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.
17. Support applicants to move to a property more suitable for their needs, therefore making the best use of the Council's housing stock.
18. Liaise with the homelessness team in regards to applications from homeless applicants.
19. Liaise with the tenancy and estates and retirement living teams in regards to sensitive lets and appropriate allocations.
20. Assist the Lettings manager to develop policies and strategies appropriate to the needs of housing applicants.
21. To deputise for the Lettings Manager as necessary.
22. 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.