

Job Description

Post title	Lettings Officer	Grade	E
Department	Lettings & Strategic Housing	Post ref	

Overall job purpose

Ensure vacant Ashfield District Council properties are let efficiently, in accordance with the Lettings Policy and procedures.

Assist in ensuring the Housing Register is accurate and up to date by accurately assessing Housing Applications from applicants seeking re housing in the district

Deliver a local housing advice and information service for people in need of rehousing in the district.

Reporting relationships

Reports to: Team Leader (Lettings)

Responsible for: Not applicable

Key tasks and responsibilities – post specific

1. Ensure all Council properties tenancies are terminated in accordance with legal and procedural requirements and that tenants are advised of their legal rights and responsibilities.
2. Update, assess and maintain Housing Register applications, including assessing applicants with an urgent need to move and identifying those who are legally ineligible to join the Housing Register.
3. To allocate vacant properties efficiently, in accordance with established policies and procedures. This includes the completion of robust pre-tenancy checks and other pre-tenancy assessment processes.
4. To develop an effective working relationship with a range of advice and support agencies for the purpose of understanding the needs of applicants/tenants and referring vulnerable applicants/tenants for support to help them sustain their current home.
5. To contribute towards the development and implementation of initiatives aimed at minimising the void re-let period and reducing the number of difficult to let properties.
6. To ensure challenging performance targets relating to the service are met, in particular the void re-let target.
7. To undertake home visits, property inspections and accompanied viewings as necessary for the purpose of managing the Housing Register, responding to complaints and the accurate and efficient letting of void properties.
8. To assist in the development and review of service related procedures to ensure the effective running of the service.
9. To contribute towards the development of the Team Service Plan and to assist in implementing the associated Action Plan.

10. To contribute to wider strategies and initiatives that will be of benefit to the service and the Council as a whole, including the Housing Strategy, ADC Corporate Plan and the commercialism agenda.
11. Ensure void properties are suitably protected to minimise the risk of damage.
12. Advise and assist tenants seeking a mutual exchange, facilitating the advertising of properties and providing advice regards the exchange process.
13. Complete tenancy assignments, successions and other tenancy changes, in accordance with procedural requirements.
14. Advise and support Registered Providers in respect of Housing Register queries and allocating their properties through the lettings process.
15. To work alongside Housing Options to provide an effective housing advice service to any person seeking assistance. This may include the direct provision of information or referral to a third party.
16. To ensure the void and the re-let process in respect of garages and plots is conducted efficiently and in accordance with established procedures.
17. Represent the Lettings Team and the Council at service related meetings.
18. Complete the tenancy sign up process, advising tenants of their rights and responsibilities and ensuring systems are updated in accordance with procedures.
Must be able to undertake all duties and responsibilities outlined in this Job Description, with reasonable adjustments or adaptations where appropriate.

Key tasks and responsibilities – corporate
1. Operate according to the Council's corporate values and codes of behaviour.
2. Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
3. Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
4. Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
5. Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
6. Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
7. Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
8. Engage with digital models of service delivery and support the implementation of digital working methods.
9. Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
10. Demonstrate a commitment to the delivery of excellent service for all customers and service users.

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<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	