JOB DESCRIPTION

JOB TITLE:	Homes & Lettings Officer – Decants
LOCATION:	Hale Village, Tottenham, London N17
SALARY:	£35,109 per annum plus eligibility for performance related pay
REPORTING TO:	Homes and Lettings Manager

MAIN OBJECTIVES

To work within Lettings Team and closely with the Property Services Department to oversee the housing of people needing to be decanted on both a temporary and permanent basis.

To be responsible for the satisfactory beginning and ending of tenancies and ensuring moving and signing up processes are delivered successfully. To be the 'face of Newlon' for residents and provide a resident focused service.

In order to meet customer demand, the post holder will be expected to work some early mornings, evenings and weekends as part of lettings & decants.

In order to deliver an excellent customer service Newlon Gold is our approach based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams, departments and external stakeholders to deliver the highest standards of service to our residents.

SPECIFIC TASKS AND RESPONSIBILITIES

	Key Tasks and Responsibilities	Performance Standards, Outcomes and Behaviours
1.	To be responsible for the successful and speedy delivery of Decant process.	• Taking ownership of the decant process, by taking a proactive approach • To deliver on the Disposal Programme for the Trust, in collaboration with the Property Services Team • Continuous and clear communication with customers throughout the decant process • Ensuring targets met and policies followed • Carry out necessary checks with other teams, departments & residents • Liaising with contractors and instructing decant specific works. • Identify solutions when there are issues/problems • Tenancies issued and ended as appropriate • All information entered onto systems accurately. • Evaluate and report progress as required to managers and relevant teams.
2.	To be responsible for the successful and speedy letting of empty properties .	• Taking ownership of lettings process to minimise void loss • Targets for letting times met • Arranging viewings at the earliest possible opportunity. • Close liaison with Property Services colleagues to ensure void turn around and quick re-let times. • Ensure rents and service charges are set accurately. • Allocations comply with policy and are fair • Nomination agreements complied with • Signups of new tenancies and information provided to customer • Ability to work independently and to follow lone working procedure every time.

3.	To establish positive relationships with residents from the beginning of the decant process.	- Residents needs and vulnerability considered and addressed as each step & regularly updated. - Ability to negotiate with customers and managing expectations. - Tenants made aware of rights and responsibilities - Efficient case management conducted according to agreed timetable and recorded and followed up as appropriate - Problems in decant tenancies identified at an early stage and tackled in ways that meet Newlon and customer needs - Customer feedback sought and satisfaction targets met
4.	To support the effective working of the Housing Services and Property Services Department	- Ensure all decant cases are recorded in comprehensive manner to enable Tenancy Compliance team to take legal action where appropriate. - All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment - We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services & external stakeholders - The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering
5.	To monitor and control costs in areas of responsibility	- Ensuring Homes Loss and disturbance payments managed effectively & in line with procedure - Reducing costs and achieving value for money. - Dealing with invoices as per procedure.
6.	To demonstrate the Newlon Gold values and behaviours of customer focus, service excellence and efficiency in all aspects of the role	- Always responding to service requests within published timescales - Being clear to customers and others about what we do - Checking we got our work right - Consistency, reliability and speed in service delivery - Standards for service met - Customer Focus – putting customers at the heart of everything we do

		• Taking ownership – following through in responsibilities • Solving problems – making it a priority to resolve issues • Working together – teams, departments and the rest of the Group

No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.