

JOB DESCRIPTION

JOB TITLE:	Homes and Lettings Officer (12 month fixed term contract)
LOCATION:	Newlon House, London N17
SALARY:	£34,675 per annum plus eligibility for up to 5% performance related bonus
REPORTING TO:	Senior Homes and Lettings Officer

MAIN OBJECTIVES

To be part of a team responsible for ensuring the successful letting of Newlon's empty properties, the satisfactory beginning and ending of tenancies and the probationary/starter process of establishing new customers in their homes. To be the 'face of Newlon' for new residents.

Close liaison working with Local Authorities, Nominating Agencies and other stakeholders in delivering Newlon objectives.

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

Newlon Gold is our programme of service change and improvement 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 and departments 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 letting of empty properties.	<ul style="list-style-type: none"> • Taking ownership of lettings process • Targets for letting times met • Ensure marketing of properties reaches wider audience • Arranging viewings at the earliest possible opportunity. • Nurture current and create new contacts to aid successful letting of units. • Close liaison with Property Services colleagues to ensure void turn around and quick re-let times. • Set rent recommendation for Affordable and Intermediate rent properties. • Ensuring the administration of deposits according to policy and procedure. • Allocations comply with policy and are fair • Nomination agreements complied with • Delays minimised by proactive approach • Waiting lists kept up to date • Active involvement in handovers • Viewings carried out quickly and efficiently • Signups of new tenancies and information provided to customer • All information entered onto systems accurately. • Lone working procedure followed every time

2.	To be responsible for the successful and speedy review of fixed term tenancies.	<ul style="list-style-type: none"> • Taking ownership of the review process • Targets met and policy followed • Collation of evidence in accordance with policy • Carry out necessary checks with other teams / departments • Continuous and clear communication with customers at each stage leading to decision • Delays minimised by proactive approach • Recommendation reached and referred to management for approval. • Tenancies re-issued or ended as appropriate • All information entered onto systems accurately.
3.	To establish positive relationships with residents from sign-up and throughout their Starter tenancy	<ul style="list-style-type: none"> • Residents welcomed to Newlon from first contact • Tenants made aware of rights and responsibilities • Visits conducted according to agreed timetable and recorded and followed up as appropriate • Problems in tenancies identified at an early stage and tackled in ways that meet Newlon and customer needs • Tenancies confirmed or ended as appropriate • Customer feedback sought and satisfaction targets met
4.	To actively promote successful lettings by delivering marketing strategy	<ul style="list-style-type: none"> • Marketing of properties reaches wide audience • Liaison with Local Authorities, working groups and referral agencies as appropriate • Nurture current and create new contacts to aid successful letting of properties. • Marketing strategies delivered for key groups • Input provided into the development of effective marketing materials • Proactive approach to hard to let properties
5.	To support and assist residents to move home to the benefit of residents and Newlon	<ul style="list-style-type: none"> • Changes to tenancy managed in line with the needs of the resident and Newlon • Mutual Exchanges promoted and facilitated • Transfers dealt with speedily and efficiently

		<ul style="list-style-type: none"> • Assignments and successions administered speedily and accurately • Decants dealt with sensitively and according to procedure • Residents kept up to date on progress
6.	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"> • 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 • 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
7.	To monitor and control costs in areas of responsibility	<ul style="list-style-type: none"> • Effective expenses planning in line with agreed procedures • Reducing costs and achieving value for money. • Dealing with invoices as per procedure.
8.	To demonstrate the Newlon Gold values and behaviours of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> • Always responding to service requests • 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.