

Job Description



Job Title: Lettings Advisor
Department: Housing & Customer Services – Lettings Team
Responsible to: Lettings Manager
Responsible for: None

Job Summary

To provide a customer focussed, accessible and highly professional lettings service and housing advice to existing and potential Freebridge tenants across all properties.

Main Tasks & Responsibilities

- Deliver a technical and professional Lettings Service to existing and potential Freebridge tenants, delivering accurate advice on a range of different property, tenancy and rent types.
- Take responsibility for the efficient and timely processing of allocated empty properties, following procedures accurately whilst also using your own discretion and decision making to meet both customer needs as well as corporate targets for re-let times.
- Carry out detailed assessment interviews with potential customers face to face, in order to evaluate suitability for a tenancy, taking responsibility for decision making in regards to whether the offer of a tenancy should be made.
- Deliver professional accompanied viewings through lone visits to empty properties with potential new customers, maintaining a detailed level of knowledge of our property types and heating systems, to deliver comprehensive information to customers.
- Use your own initiative and decision making when liaising with others to arrange the logistics of, and resolve customer queries, in relation to necessary moves out both temporarily and permanently to enable redevelopment, refurbishment or repair works to be carried out.
- Provide practical assistance as well as appropriate financial compensation, when required for customers moving home, working closely with customer(s), their families, carers or support agencies to minimise the impact on their daily lives.
- Maintain a comprehensive knowledge of the main corporate systems, to accurately update tenancy records.
- Develop and maintain a close and effective partnership with West Norfolk Home Choice in order to ensure the timely letting of all empty properties and the most efficient use of these properties.

Job Description

- Develop and maintain a strong working relationship with Freebridge Property Services Department employees and other contractors, to ensure the timely completion of work to properties, achieving a quality end product for letting.
- Take responsibility for identifying and resolving any unmet support needs with customers, through accurate and timely referrals, liaising with internal and external colleagues.
- Demonstrate thorough understanding and compliance with data protection legislation when handling all customer data, working with vulnerable customers and sharing information appropriately with external partners.

Other tasks

- To promote equality of opportunity and diversity in how we deliver our services.
- To promote Freebridge Community Housing's vision, mission and values.
- To build good working relationships with others, inside and outside the organisation.
- To help to continue to improve our services, making sure you comply with all our rules.
- To respect the need for confidentiality when handling personal/customer information.
- Other such duties as may be required from time to time.

Job Description



Person Specification

Knowledge & Experience

Essential

- Proven experience within a customer service environment working for a housing provider or other public service organisation, including face-to-face interaction with customers.
- Understanding of the role and scope of Social Housing providers, and access to these services.
- Proven experience of working to achieve specific targets.
- Minimum of 5 GCSE's (A-C grades) or equivalent including English & Maths.
- Proven experience of working with a computer and an understanding of all Microsoft Office applications. These applications will include Word, Excel and Outlook.

Desirable

- Qualification in Housing Management.
- Knowledge of Housing legislation and law.
- Experience of working in a lettings environment.

Skills

- Strong communication skills
- Ability to interpret and implement detailed policy and procedure
- Confidence with interpreting accounts and numbers
- Organisational skills
- Negotiation skills
- Strong problem solving skills
- Attention to detail

Attitude

- Customer focused
- Enthusiastic
- Assertive
- Solution focused
- Confident

Job Description

- Team Player
- Empathetic
- Patient
- Positive

Other Requirements

Frequent travel to other sites, customer homes and developments will be required therefore the ability to travel daily and access to a vehicle is essential.

Occasional attendance at meetings, conferences and training courses outside of normal working hours and/or requiring an overnight stay requires flexibility around working hours.

Basic Disclosure & Barring Service check is also essential.