# Director of Lettings and Empty Homes

> Customer

## What's it all about

Reporting to the Chief Customer Officer, you will set the strategic direction for lettings and void management across all tenures organised around the resident journey, optimising the use of existing stock on behalf of NHG. You will lead a service that connects housing physical and cultural needs, asset readiness, compliance, financial discipline and resident experience into one clear end-to-end offer. The role is responsible for allocations and lettings, nomination agreement compliance, direct lets, tenancy terminations, mutual exchanges, transfers, decants and relocations, other mobility schemes, accompanied viewings and the client management of void works.

## How you'll make a difference

You will lead the lettings service as a core part of the Resident First operating model, using service design, data, automation and resident insight to make the move into a home simpler, faster and more personal. You will reduce avoidable hand-offs, create clear ownership from notice through to sign-up, and ensure the service responds differently where a resident is vulnerable, the move is complex or the risk is higher.

You will create the conditions for homes to be let safely, fairly and at pace, while protecting income and maintaining the required home, safety and compliance standards. With responsibility for multi million pounds budgets you will strengthen partnerships with local authorities and housing partners, use demand and supply intelligence more effectively, and develop innovative mobility options so homes are matched to households in need as quickly as possible.

## How you'll do it

The main purpose of the role is to develop and lead a modern, high-performing lettings and void management service that gets residents into the right home safely, fairly and quickly. the Director of Lettings will act as the client, signing off standards and the quality of the work, with the delivery retained by our Homes Directorate.

**Key Accountabilities**

- Provide expert, up-to-date subject matter and best practice service on lettings, allocations, mobility and void management.
- Lead and inspire multi-disciplinary teams to deliver a simple, fair and resident-focused lettings service across all tenures.
- Set clear service standards and controls for allocations, nominations, direct lets, accompanied viewings, offers, sign-ups and tenancy commencement.
- Ensure nomination agreements and allocation arrangements are compliant, effective and support NHG to let homes to those in need.
- Be NHG lead in building and maintaining effective relationships with Local Authority and other partners to ensure our homes are let effectively to maximise our income
- Oversee tenancy terminations, transfers, mutual exchanges, decants and relocations, and other mobility schemes, ensuring residents receive clear information and appropriate support.
- Lead the end-to-end void management client function, including the commissioning and contract management of outsourced works, with clear standards for cost, quality, safety and turnaround.

- Manage the commercial portfolio of leases and retail units maximising rental income and ensuring a responsive service.
- Ensure every home has the required statutory compliance evidence and is safe and ready before it is offered or let.
- Minimise void time, void loss and avoidable council tax and utility costs through effective planning, performance management and early intervention.
- Use data, resident insight and service segmentation to improve demand planning, property matching, channel use and first-time outcomes.
- Develop and review lettings, allocations, mobility and void policies and processes so they align with Resident First and meet legal, regulatory and organisational requirements.
- Maintain effective assurance and reporting on service performance, compliance, risk, resident outcomes, contractor performance and value for money
- Build and maintain strong relationships with local authorities, statutory partners, housing associations and other stakeholders to support nominations, reciprocal moves and wider mobility options.
- Represent NHG externally and maintain its reputation with key stakeholders, including councillors and MPs, advocating for residents where appropriate.
- Work closely with Housing, Repairs, Home Ownership, Customer Experience, Development, Finance and Legal teams so homes move efficiently from notice to re-let and residents experience a joined-up service.
- Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

## Essential knowledge, experience and skills including qualifications and professional membership

**Essential**

- Educated to degree level in a related field such as Housing Management, Property Management, Business or Finance, or able to demonstrate equivalent senior-level experience.
- Membership of a relevant professional body, such as the Chartered Institute of Housing, and a relevant housing qualification at Level 5 or above.
- Proven senior leadership experience in lettings, allocations, housing management, voids or a closely related service.
- Strong knowledge of housing legislation, allocation and tenancy frameworks, nomination arrangements and the regulatory consumer standards.
- Demonstrable experience of improving end-to-end lettings and void performance while maintaining safety, compliance and resident focus.
- Experience of leading complex decants, relocations, transfers or mobility services, including support for residents with additional needs.
- Experience of commissioning, contract managing or clienting void works and holding delivery partners to account for cost, quality and timeliness.
- Strong commercial, analytical and financial skills, with the ability to use performance data to manage risk, capacity, cost and outcomes.
- Excellent communication, negotiation and stakeholder management skills, with experience of successful partnership working with local authorities and other agencies.

**Desirable**

- Experience of delivering lettings and void services in London or another complex, high-demand housing market.
- Evidence of leading significant service and cultural change with colleague, resident and stakeholder involvement.
- Experience of process redesign, digital enablement or target operating model implementation.

## All about you

### Our values

**We succeed together**
By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

**We keep our word**
We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

**We do better every day**
We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

This is a people manager role. Please refer to our people manager standards