

> Operations > Supported and Temporary Housing

What's it all about

Within the Business Development team and reporting to our Void and Quality Lead, as a Lettings Officer you will play a crucial role in ensuring the experience of moving into a Temporary Housing home is a positive one, and we create an excellent first impression at the start of our relationship.

You'll provide a responsive, customer focused lettings service for new residents, ensuring suitable homes are offered good quality homes. You will take pride in the homes we let, taking ownership of the letting and settling in experience.

How you'll make a difference

Expected Outcomes:

- Ensure ready to let homes are homes we can be proud of, and all necessary information is readily available.
- Collaborate with external stakeholders to identify potential residents, ensuring suitability and tenancy sustainability.
- Communicate clearly with residents ensuring a smooth lettings process which allows them to quickly settle into their new home.
- Proactively manage sourcing potential residents, viewings and lettings to minimise void periods.
- Be responsible for quality control, ensuring new residents are offered safe, compliant and good quality homes.
- Ensure resident satisfaction with their new home, providing a proactive follow up service to understand any resident issues or concerns.
- Communicate effectively with empathy, ensuring residents are kept informed and updated on the progress of issues affecting them.

How you'll do it

- Undertake quality control inspections of ready to let homes, ensuring they meet all standards and are safe and compliant.
- Actively seek potential residents, assessing suitability and affordability and preparing necessary documentation.
- Foster strong relationships with potential residents, conducting viewings and lettings in person.
- Prepare and execute all necessary documentation and information with precision and attention to detail, ensuring that all required processes are completed effectively.
- Advocate on behalf of our residents for high quality homes within the portfolio.
- Collaborate with colleagues across Operations and NHG to provide excellent services for all customers.
- Maintain contact with residents whilst they settle into their new homes, providing a responsive service to address any concerns.
- Monitor and control the lettings process to deliver on KPI's and support with reducing void turnaround times.

General:

- Take ownership of your own development, and learning, including obtaining professional qualifications.
- Ensure you at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships with other operations directorates and across NHG.

- Collaborate with others to deliver specific projects or service improvements.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at officer level.

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

Essential:

- Excellent interpersonal and verbal and written communication skills.
- Tenacity, resilience, and problem-solving skills.
- Excellent investigative and influencing skills.
- A customer-focused mindset & evidence of a passion for delivering good homes.
- Effective team collaboration skills.
- Evidence of building and maintain strong relationships.
- Demonstrable accuracy, and a systematic and thorough approach to record keeping, document control and filing.
- Ability to meet deadlines and demonstrate attention to detail.

- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.