

Operations & Lettings Coordinator

Operations Directorate

Overview	
Role Purpose	To deliver a voids and lettings service, obtaining nominations from local authorities to ensure empty properties are let to the required standard and within costs. Providing administrative support to officers to deliver an effective repairs service by monitoring void works and ensuring all certification is compliant.
Responsible for	<ul style="list-style-type: none"> • Ensure all data is captured for the timely creation and termination of tenancies • Obtain nominations from local authorities • Accountability for void, making sure other teams and stakeholders are working towards minimising void loss and maximising revenue • Process council tax and utility bills • Providing admin support to the team
Reports to	Voids, Lettings & Repairs Manager
Line management	None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Housing Teams, New Business, Landlord Payments, Finance, PAM
External	Local authorities, tenants, landlords and other professionals

Role accountabilities	
<ul style="list-style-type: none"> • To accurately update and amend void, property and tenancy details on Northgate including starting/ending tenancies and amending other relevant information. • Issue notices to landlords • To accurately obtain nominations for new tenancies from local authorities using correct rents, management fees and incentive payments. • Manage the letting process by arranging viewings and sign ups and liaising with the local authority, tenant and housing officer. • Monitor progress on void turnaround and to support the team to manage a quick turnaround of voids. • Ensure accurate information is recorded and maintained on systems so boroughs are billed correctly • Ensure void gas and electrical certification is compliant, accurate and sent to asset management compliance teams for validation. • Deal with council tax and utility bills for void properties including liaising with local authorities and utility companies. • Support the team to manage the work of contractors including rescheduling times and monitoring void works. 	

Role accountabilities

- Carry out desk top inspections (repairs & visits) and provide monthly reports.
- Provide housing officers and housing managers with business and performance data (e.g. rents, void turnaround) when required.
- Raise Purchase Orders, process invoices and payment requests as required.
- Organise meetings and events as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes.
- Undertake research and projects as necessary.
- Act as ICT administrator/super-user and be responsible for ICT and other projects as required
- Undertake any other administrative and clerical tasks for the teams as necessary.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential

- Working within a team/s to deliver high performance

Desirable

- Detailed working knowledge of Northgate
- Working knowledge of the legal implications of tenancies

Skills

Essential

- Highly organised
- Excellent verbal and writing skills
- Attention to detail
- Effective IT skills including basic MS Office skills.

Desirable

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.