



Voids and Lettings Co-ordinator

Working better together
for our residents

Operations Directorate

What's it all about

This role, integral to our Operations Directorate, has been crafted to elevate the standards in our voids, allocations, and lettings processes across the entirety of our portfolio. As a cornerstone member of the team, you will drive the attainment of performance targets, ensure adherence to regulations, and oversee the timely and compliant letting of properties. Your input will be pivotal in achieving optimal outcomes in line with our nomination agreements, emphasising customer service excellence, and strategically minimising rent loss.

How you'll make a difference

- Spearhead the achievement of performance targets related to voids, allocations, and lettings, ensuring timely and efficient property occupancy.
- Implement innovative strategies to enhance the speed of property re-letting, minimising void periods and optimising financial returns.
- Oversee the voids, allocations, and lettings processes, ensuring strict adherence to legislative, regulatory, and contractual requirements.
- Maintain meticulous record-keeping, fostering good governance in decision-making, information management, and data handling.
- Place a particular emphasis on customer service excellence throughout the letting process, prioritising tenant needs and ensuring a positive customer experience.
- Respond promptly to lettings, allocations, and rehousing enquiries from customers, stakeholders, and colleagues, providing clear and transparent information.
- Collaborate with housing officers to arrange viewings, manage shortlists, and facilitate the overall letting process in a timely and compliant manner.

- Build and maintain strong working relationships with internal teams, external stakeholders, and voluntary sector organisations involved in nominations.
- Update and maintain systems/records to ensure accurate and up-to-date information, meeting key performance indicators (KPIs).
- Provide regular reports to the Performance and Compliance lead, contributing to KPI reports on voids, allocations, and lettings.

How you'll do it

- Managing all lettings and transfers, by working collaboratively with customers and colleagues.
- Managing the allocations of our homes in cases of priority/management transfers - ensuring cases are managed sensitively, in line with policy, and in collaboration with relevant internal and external stakeholders.
- Support the teams to complete tenancy changes (for example successions, assignments, discretionary tenancies, and mutual exchanges) ensuring best use of our homes.
- To respond to lettings, allocations and rehousing enquiries from our customers, stakeholders, and colleagues, including MP/Councillor enquiries and questions or feedback about our services.
- Deliver the lettings service to a high standard by obtaining property attributes, advertising, actioning shortlists, obtaining verifications, and advising the housing officer.
- Adhere to all general and scheme specific nomination agreements, policies and legislation.
- Proactively monitor and administer the operation of the lettings system to ensure that this complies with regulatory standards and is administered within our policies and procedures.



- Minimise re-let times of available homes and work with others (e.g. renew) to review lets against urgent needs e.g. decants.
- Update and maintain systems/records to ensure that information/data is kept up to date, is stored, and accurate and that KPI's are met.
- Collaborate with housing officer's to ensure that viewings and subsequent signups are arranged in a timely and health and safety compliant manner.
- Ensure the effective delivery of the allocations and lettings process and allocate properties following the correct nomination path.
- Build and maintain strong working relationships with internal teams and external stakeholders.
- Develop strong partnerships with voluntary sector organisations regarding nominations e.g. Stoll.
- Regular liaison with Local Authority staff for nominations and arranging assessment and viewing appointments.
- Arrange viewings of properties and create and end tenancies and ensure customers are set up on the system in a timely manner.
- Maintain the voids and lettings notes on Workwise, Northgate and Locata and manage the nominations process.
- Ensure Northgate is updated effectively to provide an accurate reflection on the progress of the void property.
- Manage the Locata process including advertising properties, managing shortlists and keeping the teams and residents informed; liaise with other landlords and local authorities during the lettings process.
- Report into the Performance and Compliance lead to inform KPI reports on voids, allocations and lettings.
- Manage the delivery of regular and effective voids meetings ensuring all aspects of the void progress is understood and reflects the correct approach for letting e.g. safe to view date provided and agreed.
- Co-ordinate the completion of CORE information relating to lettings.
- Co-ordinate the completion of all required property processes and documents to allow efficient letting of the property, to include Gas Certificates, Electrical Performance Certificates, EPCs, post inspections, keys, offer letters, etc.

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 staff level.

Knowledge, experience, and skills:

Essential:

- Proven ability to work effectively within tight deadlines.
- Experience across a range of housing functions such as lettings and allocations, housing options.
- Solid understanding of housing law and processes related to the allocation of social housing.



Working better together
for our residents

- Ability to collaborate with different parts of the business, discerning when to provide support and when to assert boundaries.
- Customer-focused approach, conducting functions in a sensitive, compliant, responsible, and transparent manner.
- Collaborative skills to ensure a shared understanding of customer-focused behaviours, demonstrating respect and empathy for customer needs.
- Detail focused, with the ability to ensure strict compliance with general and scheme specific nomination agreements.
- Highly organised with strong problem-solving skills, focused on delivering effective solutions.
- Ability to adapt to tight deadlines, remaining positive and resilient while taking timely actions.
- Proven experience in delivering excellent customer service with strong interpersonal skills, adhering to best practices and achieving best value.
- Good working knowledge of appropriate housing, tenancy, property legislation, and industry best practices.
- Ability to negotiate effectively with internal and external stakeholders to achieve optimal outcomes.
- Strong written and verbal communication skills, with the ability to convey complex information clearly to diverse audiences.
- Ability to work independently with minimal supervision.