

Job profile

Job title: Lettings & Voids Assistant	Responsible to: Lettings & Voids Manager
Post no:	Salary grade: D Starting salary of £ 23,151 per annum increasing to £ 24,270 per annum after successful completion of the probationary period – based on 37 hours per week
Responsible for: N/A	Behaviour level: 1 – All colleagues

Purpose of the job:

As Lettings & Voids Assistant, you will provide support for the allocations, voids, and lettings service, ensuring customers and colleagues are kept informed of progress with applications, delivering a great customer experience.

Key accountabilities:

1. To support the delivery of a comprehensive allocations & lettings service to customers. This will primarily include processing and assessing customer applications in line with the allocations policy, awarding priority, supporting non-digital customers, data cleansing, processing renewals, managing nominations outside of Cumbria Choice, and dealing with customer call backs and basic MP enquiries.
2. To provide general housing options advice regarding alternatives to housing, including referring appropriate applications to the Housing Options Team of the local authority if there is a threat of homelessness. To liaise with internal and external partners/ agencies to resolve issues relating to an application for housing.
3. To prepare tenancy sign-ups ensuring tenancy agreements and accompanying documentation is ready. To ensure that all steps have been completed in respect of the letting of the void property.
4. To undertake a range of administrative, data input and data collations duties within procedures and performance standards.
5. To support the team shortlisting applicants and the allocating void properties.

6. To support the efficient turnaround of void properties working in conjunction with teams across the business, ensuring that rent loss to South Lakes Housing is minimised through the prompt re-letting of void properties/new acquisitions.
7. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
8. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
9. To ensure you work in accordance with legislative, regulatory, and financial requirements in relation to your role at all times.
10. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title Lettings & Voids Assistant		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
Good general education background with passes at GCSE level or equivalent in Maths and English	E	AF
Knowledge, skills and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/I/ST
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	I
Able to communicate clearly (both in writing and verbally) with small groups	E	AF/I
Shows a commitment to ongoing personal development and training	E	AF/I
Able to take responsibility for their own actions and use an approach which does not judge other people	E	AF/I
Able to deal with customers inside and outside SLH in a professional way, both in person and over the phone	E	AF/I
Has a good understanding of customer care, which is practical and up to date	E	AF/I
Able to use their own initiative and work as part of a team	E	AF/I
Is flexible and can adapt to changing situations	E	AF/I
Manages time well and helps other people to do so	E	AF/I
Able to prioritise their workload to meet deadlines	E	AF/I
Has an understanding of how housing associations function effectively	D	AF/I
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Experience		
Front line experience of dealing with customers	E	AF/I
Experience of working in partnership with other agencies	E	AF/I
Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i>	E	I

<p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 		
	<p>E – Essential D – Desirable</p>	<p>AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave</p>
<p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p>Role profile prepared by: Head of Neighbourhoods.</p>		
<p>Review date: December 2023</p>		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		