

## HIGHTOWN HOUSING ASSOCIATION

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Lettings Assistant</b>
<b>DEPARTMENT/PROJECT:</b>	<b>Operations Team</b>
<b>RESPONSIBLE TO:</b>	<b>Income Recovery and Lettings Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Not Applicable</b>

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#### **JOB CONTEXT:**

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 6,000 homes and employ over 600 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £48 million and a development programme that will deliver around 300 new affordable homes each year.

#### **OVERVIEW:**

The Lettings Assistant will be part of the Income Recovery and Lettings Team, providing a highly professional customer focused lettings service to applicants for Hightown's rented housing. Liaising with Local Authority Partners, Hightown's Lettings Officer and Housing Officers, the Lettings Assistant will work to ensure that Hightown's rented homes are let swiftly and appropriately.

Duties will include answering lettings enquiries, processing tenancy terminations, advertising properties, sending appointment and offer letters, ensuring that all records are updated and accurate, preparing paperwork for tenancies to start, assisting with the sign up process and processing and scanning tenant files.

#### **KEY RESPONSIBILITIES:**

- To provide a point of contact for applicants for housing, and to Hightown tenants in relation to internal transfer applications.
- General administration in relation to the Lettings service.
- Dealing with lettings enquiries on the telephone and at Reception. Taking responsibility for the resolution of queries by dealing with the matter where possible, or referring the matter to the Lettings Officer or Income Recovery and Lettings Team Manager.
- To provide administrative support to the Lettings Officer; including processing tenancy termination paperwork, advertising properties through the appropriate local authority or through Hightown's internal housing register.

- To carry out applicant verification meetings and viewings where required, and in the absence of the Lettings Officer.
- To have a detailed knowledge of Hightown's voids, allocations and lettings policies for each tenure type.
- To work with the Lettings Officer to take prompt action on all void properties to ensure that they are let as quickly as possible and within target times.
- To liaise with internal departments and external partners to obtain up to date information regarding the progress of each letting.
- To attend weekly voids meetings and take minutes.
- Process tenancy terminations and prevoid follow up letters.
- To work with the Lettings Officer to ensure that accurate records are kept for each letting.
- Advertise properties in accordance with each Local Authority's requirements, including creating adverts on Locata, or similar systems, and completing requests for nominations.
- Process nominations received from Local Authority partners for new build and relet properties in a timely manner, including working shortlists on the Choice Based Lettings system and updating partners on the outcome of nominations.
- Liaise with the Income Recovery team regarding rent payments prior to tenancy sign up.
- To undertake other duties, which are commensurate with the salary, knowledge and experience of this post, as and when required by the Income Recovery and Lettings Team Manager or Head of Housing.

#### General

- To contribute to the development of Hightown's strategy for embracing diversity and ensuring that our services are equally accessible to all.
- To uphold and promote Hightown's vision and values.
- To work within Hightown's policies and procedures
- To be proactive in seeking improvements in Hightown's service delivery for the benefit of our service users.

### PERSON SPECIFICATION - Lettings Assistant

	Essential	Desirable
<b>Knowledge &amp; Understanding</b>		
Educated to GCSE Level or equivalent		✓
Knowledge of affordable and social rent products		✓
<b>Skills &amp; Ability</b>		
Competent typing skills with the ability to format documents and layout forms/tables	✓	
Computer literate, able to use Microsoft Office (including excel) with ability to be self servicing in letter writing	✓	
Numerate and accurate with figures	✓	
Able to take ownership and deliver excellent customer service in a professional and confident manner	✓	
Strong organisational skills, with the ability to meet deadlines and prioritise workloads.	✓	
Ability to work independently and as part of a team	✓	
Excellent communication skills, both written and verbal	✓	
Able to use own initiative in dealing with a wide variety of people	✓	
<b>Experience</b>		
Previous office experience/general administration duties	✓	
Experience of property lettings either in the public or private sectors		✓
Managing processes and systems	✓	
Day to day decision making in an office environment	✓	
<b>Personal Characteristics</b>		
Energetic and resourceful	✓	
Reliable and punctual	✓	
<b>Other requirements</b>		
Car owner and qualified driver	✓	
Commitment to equal opportunities	✓	