

ROLE DESCRIPTION

Role title	Lettings Manager		
Directorate	Community Services		
Reporting to	Tenancy Lead Specialist		
Grade	11		
Evaluation ref	SCG1407	Job Family Ref	
Role Purpose			
<p>Lead the Housing Lettings Service within the council. The role supports the delivery of timely relets of void council homes, reletting properties in line with the Homefinder Somerset Policy and Allocations and Lettings Policy. The post holder will be responsible for the relet of around 400 council properties a year, ensuring compliant advertising, shortlisting, and reletting and a turnaround within agreed timescales to minimise rent loss.</p> <p>The organisation is required to let properties in line with CORE requirements (and evidenced through CORE returns to DLUH) as well as meeting the Regulator of Housing's Consumer Standards on lettings and voids.</p>			
Key Results Area	Accountability		
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Operational Duties	<p>Manage a team of letting officers and provide technical advice and guidance.</p> <p>Responsible for Lettings performance including regular reporting on long-term voids and progressing them to resolution.</p> <p>Jointly responsible with the Voids manager for lettings and void performance and meeting the HRA Business Plan targets on Voids.</p> <p>Provide advice on lettings queries and support delivery of the lettings process.</p> <p>Responsible for co-ordinating the voids and letting process for the Council's Housing Stock.</p> <p>Provide specialist advice to new tenants from first point of enquiry through to completion of their tenancy, ensuring agreed targets are met.</p>		

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	<p>Create and promote property criteria for potential tenants and verify shortlisted candidates to ensure the criteria and affordability is met.</p> <p>Create and apply Local Lettings Plans to address issues in a defined area or as part of a development project in line with Section 106 agreements e.g., local connections or to address serious anti-social behaviour.</p> <p>Manage transfers between council properties (e.g. inability to continue in current home due to fire risks; or move to adapted property to forgo need to adapt existing property; or serious threats of harm to staying in current home).</p> <p>Authorise lettings of properties outside of the Homefinder Somerset scheme in exceptional circumstances.</p> <p>Liaise with the Sheltered Housing and Extra Care Specialist over letting of Extra Care Housing in line with agreed policies and referrals from Adults Social Care.</p> <p>Advise on internal transfers and mutual exchanges.</p>
Strategic Delivery / Implementation /Coordination	<p>Develop, implement, and embed compliant Lettings policies and procedures.</p> <p>Provide advice on strategic projects and programmes related to Lettings.</p> <p>Prepare and maintain business planning, develop policies, procedures, and professional standards and oversee delivery of a Lettings Service improvement plan.</p>
Performance Framework	<p>Manage and monitor Key Performance Indicators for the team, liaising with data analysts, when appropriate, and present results to Senior Leaders and Members.</p> <p>Analyse data and deliver ongoing improvements for customer experience. Share findings with stakeholders, including Homefinder Somerset.</p>
Project/Contract Management	<p>Ensure effective procurement and contract management is in place for all works that effect leasehold properties, ensuring legal compliance with consultation requirements and sufficient tenders are evidenced and costs broken down to allow cost recovery.</p> <p>Manage specific projects, contracts, and supplier relationships.</p> <p>Deliver a programme of downsizing which promotes affordability, sustainability and supports the best use of council housing stock; applying the Transfer Removal Grant policy when needed.</p>

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Stakeholder Engagement	<p>Engage and support applicants moving into social housing either directly or through the team.</p> <p>Represent the Housing Service at the Homefinder Management Group.</p> <p>Represent the council at meetings with tenants and stakeholders.</p> <p>Lead on cross Housing working between Lettings, Voids, Capital Programme, Development Management, Tenancy Management and Sheltered Housing to ensure an efficient, streamlined lettings and voids process with properties effectively allocated and optimised turnaround of void properties.</p> <p>Attend the Complex Placements meeting on behalf of the Housing Service to find optimum solutions to meeting the needs of complex households, such as large families with specific disabilities.</p> <p>Responsible for existing and prospective tenants' issues raised around allocations, transparency, and complaints.</p>
Financial / Budget Responsibility	<p>Oversee the Lettings Service budget including staffing budget, Transfer Removal Grants and EDF grants for the Homes Moves Plus Downsizing service.</p>
Team Management	<p>Coach and mentor teams within the service, sharing knowledge that will improve the experience for the customer.</p> <p>Responsible for workforce planning, ensuring the team are developed and knowledge is shared to avoid gaps in customer support.</p> <p>Motivate and develop employees within the Lettings Service to reach their full potential and effectively utilise their skills and expertise.</p> <p>Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Ensure areas of risk are always considered by the team.</p>
Regulation / Statutory Compliance	<p>Responsible for overseeing teams are working within legal constraints and boundaries.</p> <p>Stay abreast of professional and sector updates and identify how they affect the organisation.</p>

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Qualification/Knowledge/Experience/Skills

Qualifications

Essential: Housing Management qualification regulated by Ofqual equivalent to a Level 4 or 5 Certificate or Diploma in Housing, or a foundation degree from the Chartered Institute of Housing – As required in the Social Housing Regulations Bill.

Knowledge

Essential: Substantial in-depth knowledge and understanding of Lettings Management.

Experience

Essential: Experience of holding a similar role at a senior level in a Lettings Service, ideally within social housing.

Experience of leading, managing and motivating staff, within a customer focussed environment.

Experience of implementing policies and procedures.

Experience of monitoring, achieving, and exceeding individual targets.

Experience of contributing to service improvements that takes account of the needs of diverse stakeholder groups.

Desirable: Detailed knowledge of Housing Act 1996 Part VI and VII as amended by the Localism Act 2011 and Housing Act 1988 as amended by the Homelessness Act 2002, Homeless Reduction Act 2017 and the relevant codes of guidance.

Three years' experience within the social housing or similar community focussed environment.

Experience of working with vulnerable customers and customers presenting challenging behaviour

Skills

Essential:

Positive, outcome focussed approach.

Ability to develop effective working relationships with stakeholders at all levels.

Excellent written and verbal communication skills.

Ability to write clearly, accurately and appropriately to the needs of a diverse audience.

Desirable: Effective interpersonal skills with the ability to build trust and form relationships.

Dimensions of Role

To provide the council's landlord service, which own and manage approximately 5,600 tenancies.

There are four members of staff in the lettings team (including the manager). The annual staffing budget is £203K along with is circa. £70K of annual revenue expenditure.

All activities, both short, medium, and longer term, call for aligned intent and purpose across a range of internal housing landlord service teams, to ensure the desired outputs are achieved.

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Notes	
Working Conditions:	<p>The role is predominately office based and the Council promotes a hybrid approach, in line with the Dynamic Working Strategy.</p> <p>Part of the Out of Hours Duty Manager rota.</p>