

Job Title	Lettings Officer	Location	Bower House	Job Family		Grade	
Reports to	Lettings Team Manager	Designation	Office		Customer Services		B

Overall Purpose: Deliver the lettings service, in the Guinness Service Style, for all customers in defined lettings areas achieving positive outcomes for Guinness and customers.

Responsibilities & Outcomes	Skills / Experience	General Role Expectations								
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Deliver the lettings service by providing an excellent lettings experience to new and transferring customers. Meet turnaround targets through the prompt letting of empty homes to minimise rent loss. Meet mutual exchange, succession and other tenancy change targets, to ensure changes are made on time and customer expectations are met. Work with colleagues, contractors and external agencies to ensure homes are let promptly with new residents signed up, welcomed and inducted into their new home. Ensure all agreed lettings procedures and processes are followed. Maintain strong and positive relationships with key local authority partners and other external agencies. Achieve agreed personal, team and corporate objectives, including providing support for fellow team members and other colleagues. Support the protection and safety of our customers by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals. <p>Key Outcomes:</p> <ul style="list-style-type: none"> Agreed priorities and performance targets are understood and achieved. Agreed processes are carried out accurately, effectively and within agreed timescales. Improving services are recognised by customers and reflected in year on year increases in lettings experience satisfaction levels. Teams work collaboratively to deliver reliable, consistent and high quality services. Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to Tenancy Enforcement. 	<p>Essential:</p> <ul style="list-style-type: none"> Proven experience of providing excellent customer services. Proven ability to work methodically, follow agreed procedures and accurately record data and information. Proven ability to provide accurate and clear responses to routine customer enquiries – by telephone, email, text and in writing. Good oral and written communications. Good knowledge of Microsoft Office. Demonstrates the Guinness Behaviours. <p>Desirable:</p> <ul style="list-style-type: none"> Experience of administrative systems and procedures. Understanding context of social housing. Ability to work effectively without high levels of supervision. <p>Qualifications</p> <p>Desirable:</p> <ul style="list-style-type: none"> CIH Housing Practice Level 3. <p>Other</p> <table border="1"> <tr> <td>Driving Licence Required</td> <td>No</td> </tr> <tr> <td>Mobile working required</td> <td>No</td> </tr> <tr> <td>Evening and weekend working required</td> <td>No</td> </tr> <tr> <td>Other</td> <td></td> </tr> </table>	Driving Licence Required	No	Mobile working required	No	Evening and weekend working required	No	Other		<p>These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</p> <p>Accountability:</p> <ul style="list-style-type: none"> Assigned and accountable for <i>specific</i> areas of responsibility /deliverables. Performs a <i>range of tasks</i> which vary in complexity within scope of their function. <i>Makes decisions</i> within parameters set by manager, using job/specialist experience. <p>People Skills:</p> <ul style="list-style-type: none"> Has <i>regular</i> communication with internal/external contacts and builds relationships required to deliver priorities. Works collaboratively with colleagues to deliver accountabilities. May <i>prioritise</i> and <i>oversee</i> activities of others to meet required deadlines and standards. <i>Coaches</i> inexperienced team members. Provides <i>first level</i> advice and support for others. <i>May manage or support</i> consistency of the employment experience in own area. <p>Impact & Influence:</p> <ul style="list-style-type: none"> <i>Decides</i> within a range of solutions/practices which are the most applicable. Actions have predominantly <i>local or internal</i> impact on one or a small number of individuals. Required to <i>share</i> knowledge and <i>experience</i> with others. <i>Adapts own behaviour</i> to influence colleagues/peers. <p>Thinking Challenge:</p> <ul style="list-style-type: none"> <i>Assists</i> in the identification, assessment and <i>resolution</i> of a range of issues/problems. Required to assess and resolve <i>standard/ non-standard</i> issues/problems, largely <i>on own initiative</i> <i>Implements</i> procedures to ensure continuous improvement. <p>Customer Service:</p> <ul style="list-style-type: none"> <i>Respects</i> and <i>values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.
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You are also required to undertake any other duties within your capabilities as may be reasonably required.