

## Lettings & Business Development Officer - Job Description



**Title:** Lettings & Business Development Officer

**Location:** BotM Homes, 50 Villette Road, Hendon, Sunderland, SR2 8RN.

**Contract Start Date:** 3rd April 2018

**Duration:** 18 month contract with possible continuation, dependent on income being secured.

**Salary:** £20,000 to £22,000

**Annual Leave:** 28 days (plus bank holidays)

**Responsible to:** Finance & Housing Manager

**Responsible for:** No line management responsibilities but the post-holder will be required to instruct and support repairs contractors.

**Purpose of the Post:** To effectively and efficiently manage the ethical lettings process for BotM-owned and BotM-managed housing stock in line with policy and procedures. Attract private rented sector landlords and generate income. Provide comprehensive advice to applicants, ensure BotM assets are appropriately maintained and work with colleagues to ensure a quality customer service. The post-holder will be responsible for the production of the available homes adverts, advertising through various media, processing housing applications, making recommendations on whether offers of accommodation should be made and administration. To ensure Back on the Map achieves its strategic objectives of creating ***A Better Place, A Stronger Community and An Influencing Role for Residents.***

### **Main Duties** (Operational):

- Gain new instructions from private or public sector landlords
- Maintain a high level of customer service
- Build strong relationships with landlords and tenants
- Arrange and attending viewings
- Exceed customer expectations
- Meet personal targets set and agreed with your Manager.
- Ensure all allocations of accommodation are made ethically and in accordance with relevant policy and legislation.
- Receive tenancy terminations and update ICT systems in accordance with tenancy conditions and policy, checking that correct notice periods are given.
- Produce and circulate weekly termination of tenancy list.
- Record the receipt of keys for vacant properties on ICT system as part of the void process and inform the Finance & Housing Manager or Chief Executive, when issues arise.

- Produce adverts for void properties, keeping to strict deadlines contributing to meeting void performance indicators and maximising rental income.
- Obtain digital image photographs of properties used in publicity and advertising material.
- Deliver a customer-focused service whilst delivering performance targets and minimising void property times.
- Receive and record expressions of interest on advertised properties from applicants for housing and register them onto the IT system.
- Shortlist applicants and ensure applicant's eligibility and housing need is verified as accurate and meets the property criteria.
- Conduct extensive investigations on the eligibility and suitability of applicants for vacant properties.
- Make recommendations on whether an offer of accommodation should be made to individual applicants. Where doubt exists or the circumstances are complex, refer the matter to the relevant Finance & Housing Manager or Chief Executive.
- Accurately record and update all computer, CRM and manual files with property inspections, repairs, application, tenant and tenancy information.
- Answer internal and external enquiries relating to allocations, investigate queries and relay a response or redirect where appropriate to other senior staff.
- Undertake viewings and sign-up for tenancies; ensuring all administrative procedures are followed
- Support suitable private landlords and ensure services to them are of a high standard
- Maintain strict confidentiality regarding personal data and other details held on individuals.
- Monitor and record completed forms on database for compilation of reports and statistics and assist manager in producing reports.
- Regularly provide the Finance & Housing Manager with statistical information and reports
- Have detailed knowledge of and contribute to the development of specialist housing management/CRM computer systems.
- Maintaining a zero tolerance culture with regard to anti-social behaviour.
- Ensure complaints, incidents of ASB/Harassment are dealt with in accordance with BotM policy and procedures.

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- Deliver consistent and reliable customer services which meet, and wherever possible exceed, customer expectations
- Identify and resolve any customer problems or complaints in a positive manner.
- Provide general administrative support as and when required.
- Where necessary, promote understanding and awareness of BotM by attending and promoting BotM's work at appropriate events.
- Contribute to achieving BotM objectives within BotM values.
- Other duties commensurate with the post to meet the organisational objectives.

### Key Competencies:

- Communication
- Team working
- Self motivation
- Organisation and planning
- Time management
- Attention to detail

This list is not exhaustive and may vary without changing the character of the job or level of responsibility. Given the nature, scale and ambitions of the company, the post-holder must be flexible and willing to contribute to wider development needs; ensuring the strategic and operational needs of Back on the Map and its subsidiaries are met.

**Brand Values:** The post-holder must ensure all their work, communication and approach conforms to the brand values and house style of BotM and keep up to date and comply with the BotM's Rules, Policies and Procedures at all times.

**Health and Safety:** The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. The post-holder has a legal duty to take reasonable care of their own health and safety and that of others and they are expected to be familiar with, and adhere to Back on the Map's Health and Safety Policy.

**Child Protection and Vulnerable Adults statement:** BotM is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies at all times. If, in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of children and/or safety or

welfare of vulnerable adults, you must report any concerns to the Chief Executive.

**Data Protection:** Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures. The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map, the Data Protection Act and the General Data Protection Regulations (GDPR). Any breaches of BotM data protection will result in disciplinary action.

**Equality of Opportunity:** The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

### INFORMATION FOR CANDIDATES

In order to apply for this post please complete the application form by;

- Downloading the form from the BotM website which is [www.backonthemap.org](http://www.backonthemap.org)
- Emailing the completed form to [esherriff@backonthemap.org](mailto:esherriff@backonthemap.org)

If you are unable to apply by email then please post or hand in your completed application, marked 'LBDO Private and Confidential', to The Housing & Finance Manager, BotM Homes, 50 Vilette Road, Hendon, Sunderland, SR2 8RN. All information provided by applicants will be treated as strictly confidential. If you have any questions or enquiries regarding the application process, please ring Elaine on 0191 514 9061. All appointments are subject to the usual pre-employment checks and references.

### KEY DATES:

- Closing date for applications is 12 noon, Friday 16th February 2018
- Interviews will take place on Monday 26th February 2018
- The successful candidate take up post on 3rd April 2018