

Lettings & Business Development Officer Person Specification

The detail below lists the essential skills, knowledge, experience and qualities you must have as well as attributes that are desirable in order to secure and successfully carry out the job,. Please illustrate on your Application Form how you meet the requirements. You will be asked about your skills, experience and aptitudes if invited for an interview.

Skills

- **Excellent Customer Service** - Demonstrable ability and commitment to providing excellent service to all customers, clients and residents by offering high standards of customer care at all times and the ability to meet corporate standards in the provision of a responsive and customer-focussed service. (E)
- **Communication** - Excellent communication (both verbally and written) and negotiation skills. Able to positively influence behaviour and facilitate constructive relationships. Able to deal effectively with conflict, build rapport with a wide range of different external interests by being outgoing and socially confident to work co-operatively with key players. Able to project a positive image of the service to all stakeholders and reflect corporate values, build and maintain effective partnerships and present information in a clear and articulate manner to wide ranging audiences. Able to participate effectively in a range of teams and adapt behaviour to changing situations, whilst maintaining professionalism and integrity. (E)
- **Self Management** - Target driven, with excellent organisational skills. Good time management, well organised, able to plan own workload in order to meet targets and deadlines. Able to work under pressure and multitask. (E)
- **IT & Business** - Proven computer literacy and experience of using Microsoft Office and Google applications, complex databases and other technologies i.e. CRM and call handling software, photocopier, scanner etc. and be able to produce documents of a standard for external circulation. Can devise business processes for the most effective, efficient and customer oriented service delivery. take initiative and responsibility unprompted, can cope well with a high volume of workload through good personal organisation. (E)
- **Operating Context** - Able to assess the longer term impact and wider implications of decisions, display high awareness of stakeholder needs and demonstrate the importance of excellence in service quality. Able to assimilate contemporary developments in policy, legislation, regulation and best practice. Formulate thoughts clearly and communicate logically and coherently both verbally and in writing. (E)

Knowledge

- Lettings and business development in the private rented sectors (E)
- Knowledge of the local area (D)
- Excellent knowledge of lettings (E)
- Up to date knowledge of lettings legislation and procedures (E)
- Well versed in housing and benefit issues/policy (D)
- Understanding of Welfare Reform, including Universal Credit and the 'bedroom tax' (E)
- An understanding of the importance and principles of tenant and community engagement (E)
- An understanding of the dynamics and sensitivities of partnership working (E)
- Good understanding of Health & Safety issues and lone working (E)
- Proficient IT user, with experience of word processing and spreadsheets (E)
- Working knowledge of Google Apps (D)
- Good working knowledge of Powerpoint presentations (D)
- Knowledge of desktop publishing/production of property adverts, promotional materials, leaflets, etc. (E)
- A sound knowledge of the potential issues facing clients, and the resources available in the community, delivering support with a non judgemental style (D)

Experience

- A proven track record in generating new business
- 12 months continuous experience working within the same or similar role (E)
- Working in a lettings and responsive repairs environment (E)
- Delivering and developing excellent customer service (E)
- Experience of neighbourhood/housing management issues (D)
- Working with vulnerable people or in a disadvantaged community (E)
- Working on own initiative and taking responsibility for projects (E)
- Maintaining accurate records & producing detailed reports (E)
- Working with private landlords (D)
- Dealing with the public and handling conflict/tension effectively (E)
- Managing and reporting on projects against agreed targets (E)
- Successful budget management (E)
- Some experience and understanding of lettings policy, legislation, regulation and best practice (E)

- Developing management information (E)

Qualifications

- Membership of the Association of Residential Letting Agents (ARLA) (D)
- Level 2 or 3 ARLA qualification in lettings and property management or other suitable qualification (D)
- A good standard of education to graduate level is desirable and successful completion of CIH professional qualifications up to Level 3 in Housing Management and Maintenance, Benefits, Housing Aid and Advice would be an advantage (D)
- BotM may support study for professional qualification

Personal Aptitudes and Abilities

In addition to the above, we would expect that the successful candidate will possess the following qualities. The work can be demanding and, in order to perform well and achieve our ambitions, you should;

- Have a resilient, positive and friendly attitude (E)
- Have initiative and willingness to learn (E)
- Be able to function well under pressure and time constraints (E)
- Maintain focus on several issues simultaneously (E)
- Stay calm under workload pressure, persevere and deliver on commitments (E)
- Be able to deal with conflict, mediate and resolve tensions/conflict (E)
- Demonstrate energy and enthusiasm, be flexible, creative, adaptable and reliable (E)
- Think and problem solve; developing innovative solutions and building upon existing practice (E)
- Maintain personal and professional integrity (E)
- Build rapport with a wide range of different external interests by being outgoing and socially confident (E)
- Willing to undertake a variety of tasks, taking a positive and proactive approach at all times (E)
- Have a high regard for and understanding of our community roots and social imperatives (E)
- Hold a current UK driving licence & have access to private transport for which mileage allowance will paid (D)
- Be able to build good working relationships with the team, partners, council officers and other agencies (E)
- Be able to relate to residents, tenants, professionals and engage these in constructive dialogue (E)
- Have a reasonable degree of physical fitness including the ability to stand unaided whilst dealing with members of the public on a face to face basis for up to two hours at a time (E)

To flourish in the role, you will be a like-minded, dedicated person who can demonstrate compassion, empathy and creativity in your approach and use your unique skills in enabling clients to manage their tenancies successfully. With previous experience of working with vulnerable people in a lettings, housing, support or care environment, you will have a good understanding of professional boundaries, safeguarding, risk assessment, confidentiality and be capable of managing your workload.