Lettings Manager

Job description and person specification

Housing Plus Group

Job description – Lettings Manager

Reporting to the Director of Customer Service

People responsibility:

- Direct reports = 2
- Indirect reports = 12
- Total employees = 14

Summary of role:
As part of the Group's wider leadership team, the Lettings Manager plays an integral role in Customer Experience Directorate which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To be responsible for providing an efficient and customer focused lettings service that ensures best use of stock and appropriate housing solutions for customers.
- To ensure a strong positive culture is embedded within the service, demonstrating professionalism and a collaborative working environment.
- Ensuring properties are let in accordance with the Group Lettings Policy and Local Authority Nomination Agreements.
- Defining and leading our approach to closed waiting lists, nominations and other forms of applications. Creating a clear vision of this approach for internal and external partners and customers. Being innovative and solution focussed.
- Working alongside Housing Lead, managing and developing relationships with the Group's local authority partners across all areas and other key partners with regards to nomination agreements, local lettings schemes and homelessness.
- Working with the Local Authorities to ensure effective process management around nominations, to mitigate delays and reduce failed nominations.
- To lead on the negotiation with the Groups Development Team and local authority colleagues on nomination agreements, s106 agreements and local lettings policies.
- To deliver a 'tenant ready' service to the Regions. Providing suitable applicants who have had affordability assessments, relevant checks completed and are set up for a successful tenancy.
- Ensure that homes are let fairly and in line with our policies, procedures and the consumer standards.

- Contributing to the localities model that informs both our approach to development opportunities but also our approach to Asset Renewal and Disposal.
- To represent the organisation at internal and external stakeholder meetings
- To be responsible for managing performance and operational KPI's to ensure effective service delivery
- Write clear and concise board reports that enable decisions to be reached on the basis of strong and robust evidence and recommendations
- To analyse, interpret and interrogate data via IT systems in order to demonstrate successful service delivery and to report and present to EMT.
- Responsibility for identifying, implementing and updating Group policies and procedures in relation to any legislative changes that arise.
- To work closely with Regions on demand issues, developing and implementing marketing strategies for hard to let homes and monitoring the success.
- To work closely with the Development team to inform new to builds and development projects, through regular review of The Localities Model and demand intelligence data.
- To work with the Development Team to develop a successful process for the hand over and marketing of new build homes.
- To manage the customer complaints into the service, ensuring compliance with the Complaint Handling Code, and effective resolution to all complaints for customers. Ensuring service failures are identified and resolved quickly and effectively, and that learning and service improvement is embedded within the service. Providing oversight of trends and themes and using customer insight to inform continuous opportunities for service improvement.
- To manage and develop local projects to support the continuous improvement of service delivery.
- To continually improve the accessibility of the service for customers, considering the modernisation of platform and opportunities to self-serve. Utilising AI to assist with automation where appropriate, to create efficiencies and improve the experience for customers.
- To develop and motivate teams to work in accordance with the company values
- To provide strong leadership, motivation and support to empower the Team Leaders and Officers, ensuring staff are managed, coached and developed to maximise their potential.
- Manage staff effectively through a consistent approach to recruitment, training and development, performance management, capability, grievance and disciplinary issues and through open communication.
- To be responsible for EDI, ensuring frequent assessments are undertaken and that services are accessible for all customers.

Additional responsibilities:

- **Financial responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable.
    - Responsible for managing and controlling identified expenditure within agreed budgets.
    - Managing a staffing budget of around £500,000 (without oncosts)

- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the

Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

- **Data Protection:**

  - To follow the Data Protection principles in all work activity
  - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Lettings Manager

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- Strong senior stakeholder management and the ability to influence and shape organisational change.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- CIH level 4 qualification or management qualification, or willingness to work towards (Essential)
- To drive a customer focused service, with a passion for driving service excellence (Essential)
- Experience of shaping, implementing and delivering Housing or Allocations related policy, procedure and processes
- Ability to drive strong a strong performance culture (Essential)
- Experience of staff management (Essential)
- Ability to promote a strong customer focus in service delivery (Essential)
- Ability to lead and influence change and transformation. (Essential)
- Ability to communicate effectively with colleagues and stakeholders (Essential)

Training and Development:

In line with our Group values ‘Own it, Improve it, Live it’ you will receive a role specific training plan to support you in the role of Lettings Manager.

You will be required to complete continuous professional development, to further support your role and the Group.