

ROLE PROFILE

POSITION	Lettings Administrator		
TEAM	Lettings	LOCATION	Coastline House
VERSION	2	LAST UPDATED	July 2017

PURPOSE OF ROLE	To be responsible for delivering an excellent and efficient customer focused lettings service and maximise the revenue to the Company
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KEY ACCOUNTABILITIES

1. Provide administrative support to the Lettings Team in achieving company targets for new developments and relets
2. Coordinate appointments and calendars for pre tenancy interviews, viewings and the sign-ups of properties available to let
3. Carry out necessary administration connected to the timely lettings for new developments and relets
4. Facilitate and produce legal documentation for sign up of new customers
5. When required take minutes at meetings on behalf of the Lettings Team.
6. Monitor key tracking for pending voids and new lets
7. Assisting in monitoring the performance of the Lettings Service
8. Assist in collating and preparing performance reports for Cornwall Council's Housing Department and Homechoice.
9. Provide support to Lettings Manager in administering Coastline Housing's participation in CORE
10. Developing services to meet the changing needs of customers
11. Provide support on visits to customers either in the office, their home or at a viewing
12. Assist in promoting the objectives of the Lettings Team via the company website, social media and other advertising platforms.
13. Delivering continuous improvement across a range of Company performance indicators

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.

5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Lettings Manager

CONTACTS

Internal

- Lettings Manager
- Income Theme Lead
- Development Team
- Customer Access Team
- Homes and Communities Team
- Technical Services Team
- Coastline Services

External

- Customers
- Contractors
- Local Authority
- Support Agencies
- Advice Agencies

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of general education 	<ul style="list-style-type: none"> • Housing or Technical qualification • IT qualification • Administration qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of providing excellent customer facing services • Experience of working with contractors to deliver services • Understanding of the role of social housing • Understanding of the application of data protection 	<ul style="list-style-type: none"> • Good knowledge of housing management functions and understanding of relevant legislation relating to allocations and lettings • Understanding of Choice Based Lettings
Job Related skills	<ul style="list-style-type: none"> • Excellent IT skills across a range of packages including CRM packages and specifically word and excel • Time management and prioritisation skills • Motivational skills • Influential with a track record of delivering successful outcomes • Sound numerical and analytical skills 	

Personal Skills	<ul style="list-style-type: none"> • Commitment to Equality and Diversity • Commitment to customer involvement and customer service excellence • Good team member • Organised • Diplomatic • Assertive • Resilient • Supportive • Self-motivated and able to work on own initiative • Able to work under pressure • Can do attitude 	
Other	<ul style="list-style-type: none"> • Able to attend evening meetings • Able to work weekends • Able to drive & have access to a car for business use. 	