

ROLE PROFILE

POSITION	Lettings Coordinator		
TEAM	Income Theme	LOCATION	Coastline House
VERSION	5	LAST UPDATED	2 August 2018

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

KEY ACCOUNTABILITIES

1. Providing support to Lettings Manager in delivering timely marketing and lettings for new developments and relets in line with company targets on satisfaction and letting times
2. Champion and promote HomeHunt
3. Make use of innovative and creative marketing to promote the service and a range of available properties through various social media streams
4. Co-ordinate and carry out pre-tenancy interviews, viewings and sign ups of properties available to let as required, ensuring a comprehensive and efficient service which maximizes income for the Company and ensures the customer has everything to successfully sustain their tenancy
5. Carry out administration connected to the timely lettings for new developments and relets
6. Maintain a good knowledge of relevant legislation and good practice including Housing Benefit, Universal Credit and welfare reform legislation to ensure that tenancy sustainability is achievable by all customers
7. Work collaboratively with front line teams to ensure customers are moved to suitable accommodation both for the immediate and longer term
8. Promote and refer in to *inspiring futures* and empower all customers to maximise their potential through the programme
9. Carry out thorough checks on all potential customers including financial and affordability checks, highlighting 'high risk' customers for approval and signposting to external agencies for advice and support, in accordance with the Lettings Policy
10. Assist customers with obtaining rent in advance where necessary, making effective use of external funding streams
11. Facilitate and produce legal documentation for sign up of new customers ensuring any special conditions are captured within the tenancy agreement to secure Coastline's position
12. Co-ordinate sign up appointments with customers and staff
13. Monitor key tracking for pending voids and new lets
14. Liaise with Coastline Services to establish realistic timescales for completed void works,

managing customers' expectations accordingly.

15. Assisting in monitoring the performance of the Lettings Service
16. Provide support to Lettings Manager in administering Coastline Housing's participation in CORE
17. Provide support by attending meetings in Lettings Manager's absence
18. Developing services to meet the changing needs of customers and the company
19. Provide support to Lettings Manager in delivering company targets
20. Deliver 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 Team
- Tenancy Management Team
- Customer Access Team
- Community Investment Team
- Development Team
- Income Management Team
- Leasehold and Service Charge Team
- Technical Services Team
- Coastline Services Limited
- Homeless Service

External

- Contractors
- Homehunt
- Local Authority

- Other RPs
- Support Agencies
- Advice Agencies

PERSON SPECIFICATION

POSITION	Lettings Coordinator		
TEAM	Income Theme	LOCATION	Coastline House
VERSION	4	LAST UPDATED	29 August 2017

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • 5 GCSE's or equivalent to include English • A good standard of literacy • Commitment to ongoing professional development 	<ul style="list-style-type: none"> • Professional Housing Qualification • ECDL or other IT Qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Understanding of Choice Based Lettings • Good knowledge of housing management functions and understanding of relevant legislation relating to allocations and lettings including Housing Benefit and Welfare Reform • 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 • Experience of working with Social Media 	<ul style="list-style-type: none"> • Knowledge and understanding of marketing properties
Job Related skills	<ul style="list-style-type: none"> • Good IT skills across a range of packages including CRM • Time management and prioritisation skills • Excellent attention to detail • Leadership and motivational skills • Influential with a track record of delivering successful outcomes • Sound numerical and analytical skills 	<ul style="list-style-type: none"> • Previous Experience of working with vulnerable customers

Personal Skills	<ul style="list-style-type: none"> • Commitment to Equality and Diversity • Able to support other members of the team, understanding the importance of team performance • Able to deal with customers and external agencies in a professional manner • Self-motivated, organised and ability to use own initiative or work as part of a team • Flexible 'can-do' attitude and ability to respond positively to change • Understanding of the need for tact, diplomacy, sensitivity and confidentiality • Able to work under pressure 	
Other	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Ability to attend evening and weekend meetings • Willing to work outside 'office hours' • Satisfactory Standard DBS check 	