

Role Profile – The What, The Where, The How

POSITION	Lettings Coordinator		
TEAM	Tenancy (Complex cases & Lettings)	LOCATION	Coastline House
VERSION	6	LAST UPDATED	June 23

THE PURPOSE OF THIS ROLE IS TO

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

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Providing support to Tenancy Manager in delivering timely marketing and lettings for new developments and relets in line with company targets on satisfaction and letting times
2. Make use of innovative and creative marketing to promote the service and a range of available properties through various social media streams
3. 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
4. Carry out administration connected to the timely lettings for new developments and relets
5. 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
6. Work collaboratively with front line teams to ensure customers are moved to suitable accommodation both for the immediate and longer term
7. 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
8. Assist customers with obtaining rent in advance where necessary, making effective use of external funding streams
9. 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
10. Co-ordinate sign up appointments with customers and staff

11. Monitor key tracking for pending voids and new lets
12. Liaise with Coastline Services to establish realistic timescales for completed void works, managing customers' expectations accordingly.
13. Assisting in monitoring the performance of the Lettings Service
14. Provide support to Tenancy Manager in administering Coastline Housing's participation in CORE
15. Provide support by attending meetings in Tenancy Manager's absence
16. Developing services to meet the changing needs of customers and the company
17. Provide support to Tenancy Manager in delivering company targets
18. Deliver continuous improvement across a range of Company performance indicators

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

- At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:
 - Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
 - 5 GCSE's or equivalent to include English
 - 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
 - Good IT skills across a range of packages including CRM and CX
 - Has a full driving licence and a satisfactory basic DBS check;
- Some experience in the following would be an advantage:
 - Knowledge and understanding of marketing properties
 - Previous Experience of working with vulnerable customers

General Obligations - For All Of Us

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

- Reports to the Tenancy Manager (Complex cases and Lettings)

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
- Services Team
- Homeless Service

External

- Contractors
- Local Authority
- Other RPs
- Support Agencies
- Advice Agencies

