**JOB DESCRIPTION**

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| **JOB TITLE:** | **Lettings Manager** |
| **GRADE:** | **2** |
| **REPORTING TO:** | **Assistant Director of Customer Experience** |
| **RESPONSIBLE FOR:** | **Lettings Team** |

## ROLE SUMMARY

You will lead and manage the delivery of a company-wide lettings service. Letting all residential properties, with a variety of tenures, across the company. Leading a team to deliver excellent performance and outstanding services direct to customers in line with the vision and values of the organisation.

## MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities:

- Lead the delivery of an outstanding lettings service across the company, including the delivery of all social and affordable residential lettings, management of the Housing register in Durham as part of the DKO partnership and work with local authorities outside of Durham letting properties in their areas
- proactively monitor and manage performance to let vacant homes quickly and reduce void loss, including strategies for addressing areas of underperformance
- develop strong and effective working relationships with the Customer Hub, Neighbourhoods and other teams across the company to ensure customers receive an outstanding and seamless service
- work with the Development team to manage the timely first let and relet of new build homes, liaising with customers where agreed and minimising void periods
- develop a range of marketing initiatives, approaches and time-limited projects that support the successful letting for a broad range of properties and customers
- ensure vulnerable customers are supported to successfully access the lettings process and move to homes that meet their needs

- support the development and delivery of the company's place-based approach to regeneration including providing input into demand analysis and support for relocation of residents affected by redevelopment plans

- contribute to the development of policies and processes across the company to ensure that high quality consistent services are delivered

- develop and maintain relationships across a broad range of stakeholders, including managers, employees, external partners and customers

- to work in partnership with the other Neighbourhoods and Customer Experience teams to deliver excellent performance and outstanding services for customers

- work in partnership with other housing providers and local authorities to address housing need

- ensure compliance with the relevant RSH consumer standards

- represent believe housing at external events

- prepare complex reports clearly identifying issues and options for dealing with them

- involving and engaging with key stakeholders, considering the wider business context and external factors

- influence, challenge and develop innovative solutions to improve services

- measure key people performance indicators against success measures to drive continuous improvement

- identify, own and take action to mitigate any operational risks

- providing vision and leadership to the lettings team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures

- manage a designated budget ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity

- manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy

- comply with company confidentiality and information security policies at all times

- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

## PERSON SPECIFICATION

| | Essential | Desirable | Method of Assessment |
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| Qualifications | • Degree level qualification in a related field and/or significant experience in a management role for a social housing provider.<br><br>• CIH level 4 or be willing to work towards this qualification | • CIH level 4 or above management qualification.<br><br>• Member of Chartered Institute of Housing. | • Application Form<br><br>• Selection Process<br><br>• Pre-employment checks |
| Experience | • Extensive experience in the delivery of operational housing services.<br><br>• Experience of leading, developing, motivating and managing teams of staff delivering a variety of services.<br><br>• Experience of implementing and monitoring Performance Management Systems.<br><br>• Experience of delivering change within a complex organisation.<br><br>• Significant experience of delivering outstanding customer focused services.<br><br>• Experience of managing complex projects and initiatives.<br><br>• Experience of effectively managing budgets and resources<br><br>• Experience of working with partners including elected members, external partners and community representatives | • Experience of delivering innovative lettings solutions beyond social housing products. | • Application Form<br><br>• Selection Process<br><br>• Pre-employment checks |

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| Skills/ Knowledge | • Working knowledge of housing law and current housing issues<br>• Able to analyse detail and summarise findings for different audiences.<br>• Able to influence, persuade and negotiate to achieve positive outcomes.<br>• Able to successfully lead and develop teams to maximise their potential.<br>• Able to manage stakeholders effectively.<br>• Ability to manage high workloads and conflicting priorities. | | • Application Form<br>• Selection Process |