Overview

To provide support and guidance to Livv Housing customers in order to create and maintain sustainable tenancies, in line with Company objectives.

Provide a complete lettings service to our customer base, in both a traditional (social Housing) and commercial (demand led private sector orientated) capacity.

To work with multiple partners (internally and externally) to support Livv Housing’s customers and to maintain agreed service standards throughout Knowsley’s neighbourhoods.

Job Description

* Be a visible point of contact for Livv Housing’s customers and to provide assistance and advice on all lettings related issues.
* Liaise with all relevant internal and external stakeholders in order to promote a quality lettings service.
* Work closely with all colleagues to ensure that all customer issues are managed in a timely manner and to deliver a world class customer experience wherever the customer interacts with Livv Housing.
* Provide support and guidance to all Livv Housing customers to help and support them in their new homes.
* Take ownership and responsibility of own performance. - projecting a positive image with all of our customers and with our partner agencies
* Assist the Lettings Manager with the monitoring of activities, collation of statistics and completion of performance reports within the lettings service
* Ensure compliance with all legal obligations concerning the protection of data concerning employees, customers and 3rd parties.
* Promote the Group and partners properties on the Merseyside Choice based lettings system.
* Manage and administer a more commercial market led approach to lettings service, utllising social media, website and other marketing tools as guided by Lettings Manager to ensure Livv Housing is widening and diversifying its customer base.
* Provide complete leaseholder service to existing and new tenants across our increasing range of leaseholder types (new build and existing; Older Persons living; young persons offer)
* Source for customers independent financial advice to assist with successful lettings of our properties
* Liaise with the empty homes Manager to ensure properties are marketed and let at the appropriate standard to maximise success
* Advise on all aspects of the lettings process from the Marketing of properties to the handover of keys to the customer.
* Liaise with Vivark to ensure works to property are completed on time and to your budget, maximising successful lettings
* Use the resources available to prevent homelessness.
* Negotiate offers and agree lets on properties to agreed performance standards and targets
* Liaise with others to ensure tenants move into properties smoothly and efficiently
* Ask applicants for landlord referrals and manage deposits where appropriate
* Work under the supervision of lettings manager to conduct day to day activities to embed skill and knowledge into performance
* Work to agreed targets and deadlines and report on daily results to lettings manager
* Ensure that our Customers are at the heart of everything we do.
* To read, understand and demonstrate a commitment to the Group’s Employee Charter.
* Adapt a proactive approach to identify and mitigate risks to your business area by informing your line manager and contribute to updating the risk register.
* Expected to ensure compliance with all legal obligations concerning the protection of data concerning employees, customers and third parties.
* To take responsibility for your own health and safety and that of your colleagues in accordance with the Health and Safety at Work Act (1974), whilst following the Group’s Health and Safety policies and procedures at all times.
* To work in a variety of locations including premises not directly under the control of the Group
* Some flexibility over working hours is necessary to meet the requirements of the job.

Key Measures of Success

* Properties let in the most appropriate way to ensure empty properties are minimised.
* Tenancy sustainability is maximised and on the increase.
* Lettings service recognised as world class amongst competitor organisations.
* Lettings budget managed and controlled effectively.
* Number of homes let through commercial channels is on the increase –in line with Company objectives.
* We have attracted new customers and developed new products and processes and entered new markets.
* The Livv Housing lettings services is considered first in class amongst those in the residential lettings sector for both social and private lettings.

This job description is a representative document. All duties outlined in this document apply to the Group. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading.