

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Homes and Lettings Administrator
<b>LOCATION:</b>	Hale Village, London N17
<b>SALARY:</b>	£33,414 per annum plus eligibility to earn up to 5% performance related bonus
<b>REPORTING TO:</b>	Senior Homes and Lettings Officer

## JOB OBJECTIVE

To be part of teams responsible for ensuring the successful letting of Newlon's empty properties, the satisfactory beginning and ending of tenancies and the probationary/starter process of establishing new customers in their homes and the management of local neighbourhoods.

In order to meet customer demand, the post holder will be expected to work some early mornings, evenings and weekends as part of marketing lettings.

Newlon Gold is our programme of service change and improvement based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
1.	To be responsible for the administration element of successful and speedy letting of empty properties and administrative tasks associated with the management of our estates. .	<ul style="list-style-type: none"> <li>• Assisting the Lettings team throughout the lettings process and achieving target times.</li> <li>• Assisting the team in arranging viewings at the earliest possible opportunity</li> <li>• Delays minimised by proactive approach</li> <li>• Proactive administrative support in handovers of new properties</li> <li>• Administer new tenancies onto systems accurately and expediently.</li> <li>• Accurate performance data is retained and stored as per procedure.</li> <li>• Responsible for the allocating of cases to the Lettings Team</li> <li>• Occasionally may be required to carry out viewings.</li> <li>• Lone working procedure followed every time.</li> <li>• Process invoices for both Lettings and Neighbourhood Teams</li> <li>• Monitor and escalate more urgent cases or those due to go out of target</li> <li>• Send out mass communication (drafted by officers) in the required format as instructed</li> <li>• Review parking related documentation and upload into shared team folder</li> </ul>
2.	To be responsible for the ending tenancy process and beginning the voids process	<ul style="list-style-type: none"> <li>• Close liaison with Property Services colleagues to ensure void turn around and quick re-let times.</li> <li>• Accurate Management of keys for properties</li> <li>• Responding to ending tenancy queries</li> <li>• Void notifications sent out promptly to the necessary teams</li> </ul>
3.	To assist with the onboarding of new tenancies.	<ul style="list-style-type: none"> <li>• To assist with approving Pending Tenancies</li> <li>• Uploading tenancy related documents to cloud based storing platform.</li> </ul>

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
4.	To be responsible in assisting the team in successful and speedy review of fixed term tenancies.	<ul style="list-style-type: none"> <li>• Start the initial Fixed Term Tenancy process promptly and allocate cases accordingly</li> <li>• Targets met and policy followed</li> <li>• Assisting in collating of evidence</li> <li>• Assisting in minimising delays by proactive approach</li> <li>• Assist in re-issuing or ending of tenancies as appropriate</li> <li>• All information entered onto systems accurately.</li> </ul>
5.	To be responsible for arranging and co-ordinating the Starter visits process in regards to visits and reviews	<ul style="list-style-type: none"> <li>• Arranging visits to be conducted according to agreed timetable, recorded and followed up as appropriate</li> <li>• Assisting in confirming or ending tenancies as appropriate</li> </ul>
6.	To be responsible for taking and distributing minutes for both Letting and Neighbourhood Meetings	<ul style="list-style-type: none"> <li>• Up to date accurate minutes</li> <li>• Stored in a central location</li> <li>• Distributed in a timely manner</li> </ul>
7.	To assist in actively promote successful lettings by delivering marketing strategy	<ul style="list-style-type: none"> <li>• Assisting in marketing of properties.</li> <li>• Liaison with Local Authorities as appropriate</li> <li>• Assisting in delivery of marketing strategies.</li> <li>• Input provided into the development of effective marketing materials</li> </ul>
8.	To support and assist the team in helping residents to move home to the benefit of residents and Newlon	<ul style="list-style-type: none"> <li>• To be responsible for administering the return of deposits according to policy and procedure.</li> <li>• Administer changes to tenancy managed in line with the needs of the resident and Newlon</li> <li>• Assist in promoting and facilitating Mutual Exchanges</li> <li>• To be first point of contact for lettings enquiries</li> <li>• Decants administration dealt with sensitively and according to procedure</li> <li>• All information entered onto systems accurately.</li> <li>• Residents kept up to date on progress as necessary</li> </ul>
9.	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"> <li>• All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment</li> </ul>

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
		<ul style="list-style-type: none"> <li>• We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services</li> <li>• Provide assistance to the Senior Lettings Officer</li> <li>• The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering</li> </ul>
10.	To be responsible for the processing of invoices for Lettings and Neighbourhoods	<ul style="list-style-type: none"> <li>• Processing invoices, ensuring allocated to appropriate budget</li> <li>• Reducing costs and achieving value for money wherever possible.</li> <li>• Liaising with third parties and stakeholders on information sharing.</li> <li>• Dealing with invoices as per procedure and promptly processed for payment</li> <li>• Maintain accurate records of financial transactions.</li> </ul>
11.	To demonstrate the Newlon Gold values and behaviours of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> <li>• Always responding to service requests</li> <li>• Being clear to customers and others about what we do</li> <li>• Checking we got our work right</li> <li>• Consistency, reliability and speed in service delivery</li> <li>• Standards for service met</li> <li>• Customer Focus – putting customers at the heart of everything we do</li> <li>• Taking ownership – following through in responsibilities</li> <li>• Solving problems – making it a priority to resolve issues</li> <li>• Working together – teams, departments and the rest of the Group</li> </ul>
<b>No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.</b>		