

Job title: Non-Core Lettings Negotiator
Line manager: Non-core Lettings and Voids Manager
Grade: 4
Direct reports: n/a



Role Purpose:

To deliver effective marketing and letting of all non-core homes (Market rent, Intermediate Rent and Keyworker rental products.) The post holders will deliver a high-quality customer experience through the process, minimising empty homes times and maximising achievable rents.

Key results:

To let all empty non-core properties, within legislative, contractual and nominations requirements:

- Lead of all aspects of marketing, nomination requests, applicant management and lettings for a defined portfolio.
- Liaise effectively with relevant nominating bodies to secure and manage nominations effectively.
- Manage leads from external portals (e.g. Rightmove, Zoopla, Spareroom, SharetoBuy) from enquiries to successful tenancy completion in line with agreed Key to Key targets
- Assess eligibility and affordability of applicants in line with policy and agreement terms.
- Ensure all lettings activity meets regulatory, statutory (including Anti Money Laundering) and organisational compliance.

Minimise Key to Key times

- Liaise with Neighbourhood teams to effectively manage the pipeline of on-notice homes
- Liaise with Void co-ordinators to ensure empty homes works are progressed to meet targets and viewings are managed to minimise key to key times.
- To co-ordinate and undertake viewings, offers, pre-tenancy checks and onboarding of new residents providing a professional and customer focused experience.

Ensure empty properties are ready to let on completion of works:

- Liaise closely with the Void co-ordinators to ensure empty homes works are completed to the required letting standard and homes are ready to let with all compliance checks completed and certified.
- Liaise with Voids co-ordinators to manage any snags post viewings.

Deliver an exceptional customer experience throughout the lettings progress

- Ensure applicants are effectively communicated with throughout the lettings process and kept informed of key milestones.
- Ensure an effective handover to the Neighbourhood team on completion of the letting to ensure a smooth customer journey.
- To ensure that all leads and enquiries are managed in a timely manner, with ongoing communication with the prospective customer.

Ensure accurate record keeping:

- Maintain accurate records and trackers of lettings activity, communication and compliance checks using internal housing management systems.

Version Date: July 2026

Signed off by:

Assistant Director
Operations NWL

- Update Governance and other internal stakeholders on transfer of properties for inclusion in RSH quarterly returns
- Provide accurate information for internal and stakeholder reporting.

Contribute to continuous improvement:

- Support process improvements and learnings from processes to refine future lettings
- Engage with policy team to update policies and procedures as required.

Success metrics:

- 100% new properties and relets, let within target timeframe.
- Customer satisfaction with lettings process targets met.
- Key to Key times minimized.
- 100% of properties let compliantly with nominations agreement and contractual arrangement.
- Flexible to work an occasional evening/weekend when there is a customer need to do so. TOIL will be given.

About you:

You will be:

- Outcome focussed and proactive in resolving issues
- Commitment to compliance with a strong attention to detail.
- A collaborative team player with the ability to represent Peabody professionally to external stakeholders.
- Flexible and responsive to a fast-paced environment.
- Flexible and responsive to applicant needs in relation to viewings.

You will have:

- Experience in lettings, preferably with an agency or a private rented sector background.
- Experience of advertising and managing leads on multiple platforms i.e Zoopla, Spareroom etc.
- Proactive approach to problem solving.
- Excellent communication, negotiation and organisational skills.
- Exceptional customer focus and collaborative team working
- Understanding of sector standards for intermediate and market housing
- Knowledge of allocations via LA or other partner nominations processes.
- Will have/be willing to undertake a relevant Property Management Qualification