Job title: Allocations & Lettings Specialist

Line manager: Allocations & Lettings Manager

Grade *(if applicable)*: 4

Direct reports: N/A

Role purpose:

Peabody lets over a thousand homes during any given year. We are governed by very strict regulations and need to ensure that our activities are delivered in compliance with these regulations by ensuring that our housing systems and lettings activities meet the data, audit and regulatory expectations of the sector.

To be part of a team responsible for the letting and allocation of properties, ensuring that the Association makes best use of its resources, carries out its duties as a Registered Social Landlord, achieves and exceeds performance targets and service standards.

As an Allocations & Lettings specialist you will play an important role in managing empty homes, and minimising the amount of time they are empty between lets, to reduce rent loss from voids, and maximise income for the business. You will work as part of a busy Allocations team, at the heart of a large Customer Services team and work closely with Void teams and Neighbourhood Customer Specialists to ensure an empty home is re-let as quickly as possible and reduce our number of empty homes.

Key results:

- Managing all lettings and transfers for Peabody, including new builds, by working collaboratively with customers and colleagues.
- Managing the allocations of our homes in cases of priority/management transfers - ensuring cases are managed sensitively, in line with policy, and in collaboration with relevant internal and external stakeholders.
- Managing temporary rehousing need – ensuring customer impact is minimised and delivering great communication, ensuring financial efficiency, strong interdepartmental working, creative and solution-focused methods, and robust contract management/oversight of our service providers.
- Support the Neighbourhood & Customer Specialist teams in complete tenancy changes (for example successions, assignments, discretionary tenancies, and mutual exchanges) ensuring best use of our homes.
- To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.
- To respond to lettings, allocations and rehousing enquiries from our customers, stakeholders and colleagues, including MP/Councillor enquiries and questions or feedback about our services.
- Providing accurate data and statistics for local authorities, meeting nomination targets, as well as coordinating decants and urgent moves by being visible and available for external partners.
- Deliver the lettings service to a high standard by obtaining property attributes, advertising units housing transfer system; actioning shortlists and obtaining verifications and advising Neighbourhood Customer Specialists.
- Assess and band transfer applicants whilst successfully administering transfer systems by adhering to Peabody's policy and procedure.
- Advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- Apply strict compliance to all general and scheme specific nomination agreements (and local lettings plans), including policies and legislations relating to the role.
- Proactively monitor and administer the operation of the lettings system to ensure that this complies with regulatory standards and is administered within Peabody's policies and procedures.

Version Date:	February 2023	**Signed off by:**	Managing Directors

- Keep up-to-date with changes in housing legislation, best practice, policies and procedures.
- Minimise re-let times of available homes and develop marketing strategies for low demand/difficult to let accommodation.
- Ensure compliance with Peabody policy, standing orders, statutory, contractual and other regulatory requirements. To update and maintain systems/records to ensure that information/data is kept up to date, is stored, and accurate and that KPI's are met.
- Ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation, and ensure all properties are legally compliant prior to letting/marketing.
- To communicate with customers in partnership with other teams to ensure that all services are delivered seamlessly.
- Collaborate with the Neighbourhood Customer Specialist to ensure that viewings and subsequent signups are arranged in a timely manner by keeping the customer needs in mind as well as the health and safety of colleagues.
- Collaborate with the Business Support Team to determine customers' suitability for both Mutual Exchange and Homeswapper applications.

Success metrics:

- Achieve KPIs and performance targets, including effectively meeting housing need, minimal re-let times and void rent loss, cases managed within appropriate timeframes, delivery of services in line with budget, and high-quality services with a local approach.
- High customer satisfaction and perception scores around allocations and lettings activity.
- Delivering a compliant service that meets legislative, regulatory, contractual and policy requirements, with clear record keeping and good governance around decision-making, information and data.
- Strong relationships across the team and organisation, leading to tangible positive customer outcomes and better ways of working.

About you:

You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Customer focused and be able to carry out functions in a sensitive, compliant, responsible and transparent way.
- Able to collaborate with colleagues to ensure a shared understanding of customer-focused behaviours by displaying respect and empathy for customer needs and requirements.
- Able to work on your own initiative and deliver a complex service, with support and guidance from the Allocations & Lettings Manager.
- Detail focused, with the ability to ensure strict compliance with general and scheme specific nomination agreements (and local lettings plans).
- Highly organized with solution-focused problem-solving skills.
- Able to work required hours flexibly to meet business requirements within Monday to Friday including evenings and weekends on occasion.

You will have:

- A strong commitment to the principles of equality, diversity and inclusion.
- An ability to adapt at working to tight deadlines, and conscious of the need for timely action whilst remaining positive and resilient at all times.

- Full commitment to exceptional customer care and service in all activities, whilst supporting continuous improvement to the delivery of customer service.
- Experience across a range of housing functions; lettings and allocations, housing options, and homelessness prevention.
- An understanding of housing law, and a working knowledge of the processes required for the allocation of social housing, and the ability to adapt to meet service demand.
- Experience of delivering excellent customer service with strong interpersonal skills demonstrating best practice, and achieving best value.
- Good working knowledge of appropriate housing, tenancy, property legislation and good practice.
- Ability to work with minimal supervision and to deliver quickly.
- To work required hours flexibly to meet business requirements within Monday to Friday including evenings and weekends on occasion

Desirable

- Previous experience working in the social housing sector or in a large organisations with many dependencies.