

ROLE TITLE	Lettings Assistant
DEPARTMENT	Operations
DIRECTORATE	Customer Services
RESPONSIBLE TO	Regional Lettings Manager
RESPONSIBLE FOR	N/A

ROLE PURPOSE

To provide an excellent, effective and customer focussed lettings and voids management service to all customers (internal and external).

To ensure homes are let within agreed targets and in line with relevant policies, procedures and Orbit's Customer Offer, with a focus on sustaining tenancies and minimising void loss.

ACCOUNTABILITIES / RESPONSIBILITIES

- Liaise with internal teams and external agencies to ensure a prompt turnaround of vacant homes, including new developments.
- Responsible for processing end of tenancy terminations, working with colleagues to ensure effective void management processes.
- Responsible for placing adverts, requesting nominations and Orbit Move process.
- Responsible for assessing applicants and referring to the Sustainability team as appropriate. Including obtaining necessary reference and credit checks.
- Responsible for allocation and lettings administration, ensuring all records relevant to the role are completed promptly and are accurate. Including changes to MIS, CORE and any other IT or manual systems.
- Act as a first point of contact and provide a responsive and seamless service to internal and external customers, in line with customer service standards. Signposting as appropriate.
- Provide housing options advice for customers, including fully utilising Homeswapper.
- To meet or exceed service standard and key performance indicators associated with the role.
- Contribute towards continually improving the service and identifying efficient ways of working.
- Participate in learning and development activities that promote personal effectiveness and improving performance in the role.
- Comply with internal Audit requirements and external regulatory and statutory requirements.
- Ensure confidentiality of information and adherence to information governance

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential	<ul style="list-style-type: none"> • Excellent numeracy, literacy and communication skills. • Educated to GCSE level or equivalent in English and Mathematics. • IT literate and proficient in the use of Microsoft Office software. • Ability to prioritise, manage own workload and to meet deadlines. • Commitment and understanding of how to deliver excellent customer service. • Team player and focus on team task approach to meet the needs of the customer • Previous experience in a customer service environment.
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	<ul style="list-style-type: none"> • Willingness to travel to meet the needs of the service. • Flexibility to meet deadlines where appropriate. • Undertake any other duties as may be reasonably required in line with the level of responsibility of the post in order to meet the changing needs of the organisation.
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	