



JOB DESCRIPTION

Post:	Lettings Coordinator	Grade:	SO2
Directorate:	Housing	Responsible to:	Lettings Negotiator Team Leader
Team:	Lettings	Responsible for:	n/a

Purpose of Job

Let homes quickly, applying relevant law, policy and procedures.

Market a range of tenures to maximise interest and income.

Provide advice to housing applicants, maintaining applications to maximise housing opportunity.

Main Duties and Responsibilities

1. Administer the choice-based lettings system ensuring statutory, regulatory and other obligations are met; and that available homes are let in-line with the law, policies and procedures.
2. Collate and report statistical information, including to complete statutory and regulatory returns.
3. Coordinate the sale of properties, and leases to Poplar HARCA subsidiaries.
4. Deputise for the Lettings Manager.
5. Develop positive relationships with local authorities, sub-region, landlords and other agencies.
6. Identify and progress opportunities that maximise housing opportunities.
7. Lead on initiatives to reduce the housing list, maximising opportunities for overcrowded and under occupying households.
8. Lead on tenant referencing and ensure legal compliance.
9. Let available homes quickly, ensuring compliance with law, policies and procedures.
10. Liaise with the Local Authority about clients, casework and lettings.
11. Maintain expert knowledge of relevant regulatory, statutory, best practice and legal precedent, policy, procedure and practice.
12. Market available homes to maximise interest and income.
13. Meet unsupervised with, and carry out visits to the homes of, residents.
14. Negotiate with prospective tenants to maximise income.
15. Represent Poplar HARCA at case conferences, consultation meetings, resident meetings and governance forums; and at Court, FTT or other tribunals.
16. Responsible for complex casework.
17. Work outside usual office hours as required and manage TOIL to ensure service provision is maintained.

General

Perform other duties as may be reasonably required by your line manager or other manager.

Undertake out of hours and weekend working.

Conduct yourself in line with the standards of conduct and behaviour detailed in Poplar HARCA's standards. These include awareness of risk, health and safety, data protection, ICT use and embracing diversity.

PERSON SPECIFICATION

Post: Lettings Coordinator

Team: Housing

Directorate: Housing

Grade: SO2

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. GCSE; or comparable/equivalent qualification or experience
2. Skills / Orientation	Can: a. Commit to improving performance b. Engage in clear and constructive straight-talking c. Facilitate meetings, groups and forums d. Use ICT proficiently e. Use written/oral skills to influence, negotiate and persuade f. Work through issues to resolution
3. Experience	Has: a. Achieved in a fast-paced, high-pressure environment b. Applied legislation, regulations, policies and procedures c. Delivered excellence in a highly-pressurised environment d. Worked with a range of tenures e. Worked in a role with a similar level of responsibility
4. Knowledge	How to: a. Apply legislation, regulation, best practice and legal precedents b. Maintain appropriate systems and procedures c. Let a range of tenures d. Present information to a variety of audiences e. Work in a multi-agency/discipline environment f. Work in and with diverse communities
5. Key Competencies	a. Achieving Results b. Informed and informing c. Open to change d. Partnership Working e. Personal Progress f. Problem Solving g. Putting others first