

<b>Job Title:</b> Lettings Agency Officer	<b>Service Area:</b> Inclusive Economy & Housing
<b>Division/Section:</b> Lettings Agency	<b>Job Number:</b> <b>Job Evaluation Number: 2027</b>
<b>Grade SO2</b>	<b>Job Description reviewed April 2019</b>

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practise and manage risks appropriately.

### **Overall Purpose of Job**

To provide services to housing applicants an tenants and to administer the functions and carry out the responsibilities of the Lettings Agency in accordance with the Council policies, procedure and the appropriate legislation. Post holder's will be placed in a team responsible for designated duties within the range covered by this post as determined by the Lettings Agency Manager in line with fluctuations I work demands and priorities that may change from time to time.

The range of duties could include promotion of alternative housing options; support for vulnerable people; mobility schemes; RSL nominations; allocation of permanent and other housing vacancies; administration of the Housing Register; investigation and verification of applicants details; determination of eligibility within the Council's allocations policy.

### **Job Context**

1. The post holder reports to a Lettings Agency Team Leader
2. The post holder has no line management responsibility
3. The post holder has no specific health and safety, risk management or direct budgetary responsibilities.

### **Key Tasks and Accountabilities**

Key Tasks and Accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Prepare and maintain manual and computer records and ensure that an accurate, comprehensive record is kept of all interviews, telephone calls and follow-up action taken, and that records are maintained to a high standard in order to assist monitoring, decision making and effective case management.
2. Assist in the preparation of standard documents, letters and forms relating to the functions of the Lettings Agency for the benefit of clients as well as other officers of the council.
3. Deal effectively with telephone calls, correspondence, request for information, enquiries and complaints about the service from customers, managers and colleagues, partner and stakeholders and respond promptly and appropriately, within agreed timescales.
4. Liaise with colleagues and external partners as required to deal with operational and service issues, including attendance at meetings, participating in projects and service improvements initiatives.
5. Ensure that all set personal targets and objectives are met, while, while ensuring the effective and efficient running of the team including cover for absence and participating duty telephone and interview cover arrangements in the Lettings Agency.
6. Carry out any other duties consistent with the purpose and grade of the post at any office location within the borough, to ensure service delivery is maintained.
7. Promote and provide information, advice and support to clients and their advocates on housing options, including Sheltered Housing, mutual exchanges, under-occupation transfers, special local housing schemes and other housing mobility initiatives like Pan London, Seaside and Country Homes along with other schemes.
8. Assess applications for mutual exchange, and work closely with other housing organisations, where appropriate, to ensure their progress to enable acceptance/refusal decisions to be made within statutory timescales, and to ensure that they are accurately recorded and monitored and statistical returns are prepared when required.
9. Liaise with Council Officers and other relevant agencies in order to arrange tenancy sign-up interviews for mutual exchange.

10. Advise and support people, especially those that are vulnerable, to exercise choice by identifying and assisting applicants who are not engaging in, or have difficulties accessing, the choice based allocation system.
11. Administer monitoring arrangements to ensure maximisation of property supply under RSL nomination agreements.
12. Receive and assess housing applications, including initial determination of statutory reasonable preference and eligibility: maintaining a good knowledge of, and interpreting, related legislation and local policy and procedures, seeking guidance in relation to more complex cases: entering housing applications onto computer records once detailed assessment has been made: and sending related standard correspondence.
13. Update housing application records, including computer systems, when changes in applicants' circumstance are notified.
14. Administer the annual, or as determined, registration review process, including the re-registration and cancellation of applications as appropriate.
15. Liaise with relevant council and agency departments as required in relation to medical assessments, and make decisions. Amend application records and notify applicants with details of the results of these assessments, and identify other information supplied by housing applicants that may require further investigation and assessment, including referrals to social services and the occupational therapy service.
16. Carry out appropriate investigations, including home visits, to establish applicants' circumstance: verify the information provided in their application for housing, and confirm their eligibility and the level of priority: including liaison with other agencies to identify and detect fraud and to share relevant information with regard to GDPR principles.
17. Provide witness statements and attend court on relevant fraud issues, legal challenges when required.
18. Following successful bidding under the choice-based allocation scheme or computer match under direct offer allocation schemes, allocate Council and RSL accommodation to applicants on the Housing Register and process offers of accommodation for letting, including creating and managing the advertising of properties through the choice based system when required, and liaise with applicants and other stakeholders as appropriate.
19. Organise and conduct property viewings and sign tenancy sign ups onsite or as determined for successful applicants via multiple viewings.
20. Following successful bidding or computer match via the Council's allocation schemes, process nominations of successful applicants to RSL accommodation, and to liaise closely with the Council's RSL partners regarding individual nominations and all aspects of the nomination process.

21. Prepare documents for certification for payment of compensation and removal expenses for qualifying persons relocated from or within the area.
22. Update all systems with all new tenancy information including completing CORE on the relevant portal.
23. Assist with the undertaking of Statutory Review requests in relation to the work of the Lettings Service.
24. Process invoices for authorisation and payment for service contactors.

## Person Specification

<b>Job Title:</b> Lettings Agency Officer	<b>Service Area:</b> Community & Environment
<b>Division/Section:</b> Lettings Agency	<b>Job Number: New Post</b> <b>Job Evaluation Number: 2027</b>
	Review May 2019

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method Assessment is stated to be on the Application Form, your application needs to demonstrate clear and concisely how you meet each of the criteria, even if other methods of assessment are all shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
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<p><b>KNOWLEDGE:</b></p> <p><b>Housing Allocations/Housing Register administration/alternative housing options:</b></p> <p>A good working understanding and awareness of local housing demand and the needs of residents.</p> <p>Knowledge of Housing Acts in relation to Letting of Social Housing.</p> <p>A good understanding of Immigration guidelines in respect of eligibility for social housing.</p> <p>Awareness of welfare benefits and eligibility</p> <p>Awareness of the importance of Fraud Prevention.</p> <p>Excellent understanding of good customer care delivery.</p>	<p>Application/Interview/test</p> <p>Application/Interview/test</p> <p>Application/Interview/test</p> <p>Application/Interview/test</p> <p>Application/Interview/test</p> <p>Application/Interview/test</p>
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<p><b>EXPERIENCE:</b></p> <p>Minimum of two years experience of working in a team within a housing Lettings service environment.</p> <p>Significant experience of at least one of:</p> <ul style="list-style-type: none"> <li>• Managing and maintaining a Housing Register</li> <li>• Allocation of Housing including shortlisting and verification</li> <li>• Dealing with Members enquiries &amp; Complaints in relation to Lettings matters</li> <li>• Providing a Choice based Lettings Service to residents</li> </ul>	<p>Application</p> <p>Application Form/ Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p>	

Ability to communicate clearly, courteously and patiently with members of the public and with colleagues	Application Form/Interview
Ability to prioritise workload and use own initiative.	Application Form/Interview/Test
Able to use a range of IT systems.	Application Form/Interview/Test
Able to make a positive contribution to deliver value for money.	Application Form/Interview
The ability to work and liaise effectively with a range of people and services and as part of a team	Application Form/Interview
Ability to assess and evaluate	Application Form/Interview/Test
Ability to reason and appropriately challenge where necessary	Application Form/Interview
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