



## **HIGHTOWN HOUSING ASSOCIATION**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Intermediate Rent Lettings Officer
<b>SECTION:</b>	Home Ownership
<b>RESPONSIBLE TO:</b>	Home Ownership Team Leader
<b>RESPONSIBLE FOR:</b>	Not applicable

### **JOB CONTEXT**

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

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We currently manage over 6,000 homes and employ over 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £80 million and a development programme that will deliver around 400 new affordable homes each year.

### **OVERVIEW**

The Intermediate Rent Lettings Officer (IRLO) has a key role in providing a customer-focussed and highly efficient lettings service for Hightown's Intermediate and Rent to Homebuy rented properties. The IRLO is responsible for the letting of Hightown's garages and parking spaces. The IRLO will provide cover for enquiries and essential visits in the absence of the Intermediate Rent Officer who is responsible for the management of Intermediate Rent properties.

### **KEY RESPONSIBILITIES**

1. To take prompt action on all void properties to ensure that they are let as quickly as possible.

2. To work with the Development, Tenant Services and Home Ownership teams in order to be fully aware of expected and current vacancies
3. To ensure that properties are being marketed effectively and that new tenants are lined up waiting to move in as soon as properties are ready. To let off plan where appropriate.
4. To research the market conditions and the demand for different tenure types in order to be able to make recommendations and if necessary constructively challenge when valuations are received
5. To work with the Estates Quality Team to ensure that the appearance of vacant properties is to a standard that enables swift lettings
6. To deal with enquiries, checking applications for affordability and that relevant criteria are met
7. Arrange viewings of properties with applicants
8. To ensure that tenant deposits are correctly accounted for and registered with TDS
9. To undertake tenancy sign ups and check outs and preparing all reports, inventories and paperwork to ensure Hightown's systems are kept up to date.
10. To undertake property inspections during tenancies, at the end of tenancies and prior to lettings
11. Explaining to tenants the state in which a property must be left when they end their tenancy and any recharges or costs that will be deducted from their deposit
12. To think creatively and make recommendations and decisions on actions to be taken to speed up the letting of homes that have not proved popular with applicants
13. To prepare information for applicants, marketing materials and adverts in conjunction with the Marketing and Publicity team, including developing information and services available on the website
14. To work with the Business Support Team to facilitate the calculation of intermediate rents
15. To consider the feedback from applicants on their needs and wishes to feed into improvements in service delivery
16. To provide support in the management of Intermediate Rent, 'Rent to Homebuy' and other similar tenure properties by having a sufficient understanding of the work of the Intermediate Rent Officer in relation to the recovery of rent debt and dealing with tenancy issues to be able to provide cover.

## **GENERAL**

1. To ensure accurate and clear records are kept and correspondence logged and filed using the Association's systems.
2. To assist in the development of computerised monitoring, processing and data collection.
3. To attend and participate in team meetings.
4. To take part in initiatives to involve tenants in service standards and reviews and ensure that good information is available to tenants and applicants for housing.
5. To keep abreast of current legislation, regulatory requirements and best practice.
6. To attend meetings and carry out duties outside of normal office hours when necessary for the delivery of the service.
7. To participate in the review of this job description from time to time.
8. To carry out the duties of the post in line with the Association's Equal Opportunities policy.

9. To carry out other duties consistent with the responsibilities of the post, as directed by the Home Ownership Team Leader / Manager or Director of Operations.

### PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>		
Educated to GCSE grade C in English and Maths or equivalent	√	
Educated to A Level or equivalent		√
<b>Skills and Ability</b>		
Computer literate with good understanding of spreadsheets and ability to use various software packages	√	
Experience of computerised arrears management systems	√	
Numerate and accurate with figures	√	
Good communicator both orally and in writing	√	
Strong report writing ability	√	
Able to use own initiative in dealing with a wide variety of people	√	
Ability to organise own workload effectively with excellent time management and ability to meet targets and deadlines	√	
<b>Experience</b>		
Letting of properties	√	
Inventory taking and dealing with deposits/disputes	√	
Managing processes and systems	√	
Day to day decision making in an office environment	√	
<b>Personal Characteristics</b>		
Commitment to Equal Opportunities	√	
Energetic and resourceful	√	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	√	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	√	
Work co-operatively with others to get things done, willingly giving help and support to colleagues	√	
<b>Other requirements</b>		
Car owner and qualified driver	√	
Ability to attend occasional evening meetings	√	