

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	H61 - Lettings Manager
Grade:	Grade 10
Responsible to:	Housing Operations Manager
Responsible for:	Lettings Officers Housing Needs Assistants Cleaning Team Leader and all cleaning staff
Main purpose of the job:	Manage the Council's housing waiting list and work with partners to let social housing in the Borough Manage the allocation of properties owned by Broxtowe Borough Council Ensure an effective and efficient cleaning service is provided to Retirement Living residents & Void properties

Main Duties and Responsibilities:

Management

1. Recruit, manage, motivate, support and develop professional employees in the service area, ensuring their health, safety and wellbeing at work, in order to ensure all aspects of service delivery are provided to the highest possible standard. Monitor and manage staff and team performance including training, appraising, developing and mentoring, ensuring a high level of professionalism and service delivery and customer care. Prioritise workloads to ensure collective group targets are met.
2. Investigate informal and formal complaints and ensure that enquiries, complaints and correspondence are dealt with within target times and in a courteous and effective manner.
3. Be responsible for devising and implementing new service procedures where necessary and ensure their effective and efficient delivery.
4. Develop new processes to maximise the use of new IT and technologies; identify and establish good practice measures and seek to incorporate these.

5. Collate, analyse and present detailed and complex reports, briefing notes and consultation documents to senior managers, committees and members

Waiting List

6. Ensure that housing applications made under Part VI of the Housing Act 1996 are dealt with effectively and in accordance with the Council's policies and procedures.
7. Be the lead officer for the Council's Choice Based Lettings scheme working in partnership with other local authorities and Registered Social Landlords. Co-ordinate actions to retain partnership agreements and effective working arrangements.
8. Be the lead officer for Civica CBL IT system, including dealing with queries from partners and training new users. Co-ordinate annual invoicing to partners.
9. Provide advice and guidance to Housing Needs Assistants on complex applications, including determining the eligibility and qualification of applicants to join the housing waiting list.
10. Develop strong partnership arrangements with external agencies, including the police and social services to ensure that applicants who are known to these agencies can be rehoused appropriately and safely.

Allocations

11. Be the lead officer to ensure that the key performance indicator of average relet time is achieved. Including working with other managers to address issues in their teams which have a negative impact on performance and chairing void management meetings.
12. Approve all allocations to properties owned by Broxtowe Borough Council.
13. Be responsible for the approval of decoration allowances for new tenants, including monitoring the budget.
14. Approve emergency management moves for applicants, in consultation with Tenancy and Estates Manager

Other

15. Ensure that the team of cleaners are managed effectively to provide a high quality cleaning service to the residents of Retirement Living.
16. Ensure that health and safety risk assessments are in place and that staff are trained in the areas of COSHH and manual handling.
17. Undertake reviews on appeal of decisions relating to homelessness, where necessary.

18. In the absence of the Homeless Manager, provide support and assistance to their section, including homeless applications made under Part VII of the Housing Act 1996.
19. To deputise for the Housing Operations Manager in the post holder's absence.
20. Attend meetings as required, out of hours if necessary.
21. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of H61 - Lettings Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.