

## Decision under Delegated Powers

### Officer Requesting Decision

Housing Needs Manager

### Officer Making the Decision

Head of Housing

### Recommendations

That the two posts of Housing Assistant (Q051) in the Housing Needs Team be re-titled Lettings Officer and be assigned a new post number.

That the revised job description and person specification for the Lettings Officer (appended to this decision) be approved.

### Reasons

To more accurately reflect the job roles of the postholders and to align the post numbers with those applied to officers in the Housing Allocations Team.

### Authority for Decision

Authorisation of changes to the establishment, within budget and without major service or policy implications, is delegated to the Chief Executive (Item 6 on page 2-25 of the Constitution). This has been further sub-delegated by the Chief Executive to Heads of Service in certain circumstances (DD ref 28 11/12). These proposals fall within the limit of the authority of the relevant Head of Service.

### Decision and Date

Approved.  4.04.13  
10.35 am.

### Background

The two officers concerned were relocated to the Housing Needs Team through published DD 64 of 19<sup>th</sup> February 2013, having previously been employed by Charnwood Neighbourhood Housing. They both carry out the same duties but did not have the same job descriptions, nor did their job descriptions accurately reflect the roles they were carrying out. Therefore a new job description and person specification have been drafted and the posts re-titled Lettings Officer.

The new job descriptions have been through job evaluation and the grade remains the same at Scale 4.

### **Comments from HR**

HR Advisor: Anna Cairns

New job descriptions to be drafted and put before job evaluation panel, new post number to be assigned to the post. Anna Cairns has met with management regarding this and has no further comments.

### **Financial Implications**

There are no financial implications. The posts remain at Scale 4 and the terms and conditions are un-changed. The salary budget for these 2 posts was transferred to J009 from the former Charnwood Neighbourhood Housing salary budget.

### **Risk Management**

There are no risks associated with this proposal

Key Decision: No

Background Papers: Published DD 64

## CHARNWOOD BOROUGH COUNCIL

### JOB DESCRIPTION

<b>Job Title:</b> Lettings Officer	<b>Grade:</b> Sc4 plus essential car user allowance
<b>Division:</b> Housing Needs	<b>Accountable to:</b> Senior Allocations and Lettings Officer
<b>Current Postholders:</b> Wendy Playle & Yanny Gill	<b>Responsible for:</b> Nil Staff
<b>Post Number:</b> New post no	

#### **Purpose of Job:**

Responsible for the day to day delivery of the lettings function ensuring that tenancies are terminated and empty properties are re-let as soon as possible and ensuring the effective implementation of the Council's tenancy policies. To ensure that prospective and new tenants and customers are at the heart of all services and to demonstrate a commitment to the development and implementation of the Council's customer frameworks.

#### **Duties and Responsibilities**

1. Through regular liaison with the Ready to Let Inspector, the Voids Repairs Team and the Allocations Officers, ensure that empty properties are terminated and available for re-let as soon as possible with accurate property details and within target times.
2. Ensure the efficient and effective letting of council properties is achieved through creating Lagan cases, Tenancy Services Risk Assessments, Pre-Warden Assessments, viewings, sign ups and creating tenancies (including non secure tenancies)
3. Ensure the efficient and effective letting of council garages through processing applications, managing waiting lists, making offers, undertaking sign ups and terminations and ensuring the appropriate management of garages used for temporary storage of goods.
4. In support of No 2 ensure the effective and secure management of all property keys to and from the Repairs Team, to and from prospective tenants, and Housing Officers in Landlord Services

5. Carry out accompanied viewings with prospective new tenants where the Senior Allocations and Lettings Officer considers this to be appropriate and value adding.
6. Where accompanied viewings identify disrepair or other issues that would impact on the letability of the property, ensure these are reported to landlord services as soon as possible.
7. Maintain accurate and comprehensive information on all arrangements and actions taken. Ensure that all the division's IT systems, and garage and property paper files are kept up to date at all times.
8. Ensure effective workflow management of incoming post and notices to deliver an excellent customer service and comply with appropriate targets.
9. Ensure the printing and supply of all necessary documents, both for internal and tenants use, to deliver the service
10. Ensure effective liaison with colleagues in Landlord Services and other agencies to ensure awareness of care and support measures for vulnerable tenants.
11. Ensure the regular and accurate collation of data for the timely submission of CORE returns.
12. Resolve first line customer complaints and issues whenever possible and under the direction of the Senior Allocations and Lettings Officer where appropriate.
13. Assist the Senior Allocations and Lettings Officer in the provision of the highest quality in service delivery.
14. Delivery of an effective and appropriate service to service users, fairly and without discrimination.
15. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.

**Note:**

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the postholder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor

exhaustive as there may be other duties and requirements associated with and covered by the grading of the post.

This job description is current at March 2013.

Management have the right to vary the duties after consultation with you.

Agreed

Human Resources Advisor

**CHARNWOOD BOROUGH COUNCIL**

**PERSON SPECIFICATION**

POST: Lettings Officer

GRADE: Scale 4 DIVISION: Housing Needs

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
Experience	<p>Experience in housing lettings and tenancy creation/termination procedures and processes</p> <p>Experience in office administration and the collation of statistics for performance returns</p>	Experience of working in Housing /Local Government	<p>Application form</p> <p>Interview</p> <p>References</p>
Specialist Knowledge/ Skills	IT literacy including working knowledge of MS windows and MS office	Proficient in the use of databases and able to input information accurately	<p>Application form</p> <p>Interview</p> <p>Practical test</p>
Qualifications	Standard of numeracy and literacy to an appropriate level to meet the requirements of the post	<p>GCSE's in English &amp; Maths grade A-C or equivalent</p> <p>RSAll Word Processing or equivalent</p>	<p>Application form</p> <p>Certificates</p> <p>Practical Test</p>
Interpersonal Skills	<p>Good communicator orally and in writing with customers, colleagues, elected members and external agencies</p> <p>Time management skills</p>	<p>Organisational ability</p> <p>Able to prioritise workload</p>	<p>Interview</p> <p>References</p>

Disposition/Attitude	<p>Team worker, adaptable, able to work with minimum supervision, under pressure and to challenging targets. Accurate, methodical approach, positive approach to service users and concept of excellent customer service</p> <p>Ability to respect and keep confidential information</p>		Interview References
Personal Circumstances	<p>Able to undertake visits/inspections as required</p> <p>Mobility across the Borough</p>		Interview

DATE: March 2013 Compiled by David Harris

