

JOB DESCRIPTION

Job Title:	Lettings Manager
Directorate:	New Customers
Reports To:	Head of Lettings
Direct Reports:	Lettings Officers Administrator (Empty Properties & Lettings)
Purpose of the role:	<p>To manage a truly modern and high performing Lettings team. To lead the team in managing all current and future needs of our customers in a dynamic and responsive environment.</p> <p>To focus on making the customer experience one that will lead to satisfaction, sustainable tenancies and ensure that PHG are the landlord of choice and a leader within the sector to reflect our Corporate Strategy's vision of 'creating homes everyone is proud of and places where people thrive'.</p> <p>To deliver and sustain our Key Performance Indicator targets minimising the rent loss associated with empty homes ensuring that we comply with all relevant legal and regulatory frameworks and the Group's approach to lettings.</p>

Key Responsibilities	Key Tasks
People Management	<ul style="list-style-type: none"> • To lead and motivate an engaged and consistently highly performing team that provides an exceptional, efficient and responsive service to our new and existing customers at all times ensuring that customer satisfaction remains a priority and KPI targets are achieved. • Inspire and encourage an organisational culture which reflects and embeds our People Values and encourages people to bring their best selves to work. • Demonstrate the Groups values and behaviours that set a positive example to all employees. • Provide leadership, direction, coaching, management and support to direct reports and their teams, to effectively deliver their team objectives and to develop their potential. • Support colleagues to embrace change and be brave to try something new and innovative. • Hold regular team meetings to focus on delivering team objectives and to promote Group wide performance and activities. • Regularly monitor and take action in relation to engagement levels and wellbeing of the Team(s)

	<ul style="list-style-type: none"> • Working as part of a team of managers (namely Sustainable Lettings Manager, Empty Property Manager and New Customer Manager) to drive improvements to the Group's Customer Service offering and provide a seamless service operationally.
Operational Lead	<ul style="list-style-type: none"> • Responsible for leading a team to secure new customers for new and vacant homes following a robust marketing process. Ensuring efficient communication with customers with clear guidance on how to complete the application process in a timely manner. To manage the transition to the Sustainable Lettings team, to guarantee KPI targets are met and void rent loss is kept to an absolute minimum. • To ensure that the customers onboarding journey is clear and transparent to enable them to make informed decisions and understand what it means to become a Platform customer. • To be proactive in keeping refusal of offers to an absolute minimum, thus reducing void rent loss. • Working collaboratively with the New Customer Manager, to engage with Local Authority partners to ensure that they are adhering to all nomination arrangements, specifically that they are fit for purpose in maximising the efficiency of internal lettings processes and are providing value for money to the Group. • Collaborate with the Growth and Development team to influence decision making for the Groups future development programme, identifying patterns and trends of demand and data sharing with local authority housing enabling teams. • Monitor the new build handover programme. Identifying and managing any risks to prevent homes not being let at handover. • Work collaboratively with the Specialist Housing teams to ensure robust systems and processes are in place to maintain a level low of Group vacancies. • Contribute to the Group's Asset Management and Regeneration Strategy to support a programme of rationalisation and potential disposal of stock identified as no longer fit for purpose. • Develop and agree Local Lettings Plans where required, to achieve a sustainable mix on new schemes and/or on existing schemes that have been identified by the Localities teams. • Ensuring access to our services digitally are continually improved • To work closely with the Project Management Team to create, develop and improve our systems to create a service in line with a Truly Modern Housing Association. • To continuously seek new methods / solutions to maximise opportunities for digital engagement and interaction with our customers for a truly modern onboarding experience

	<ul style="list-style-type: none"> Managing day to day operational matters and issues with external stakeholders so as to overcome any barriers to us letting our vacant homes
Financial Management	<ul style="list-style-type: none"> To ensure compliance to Financial regulations To identify, explore and record all value for money efficiency savings Ensure that value for money principles are applied to any purchases and maximise efficiencies wherever possible.
Communication	<ul style="list-style-type: none"> Communicate and collaborate with the operational managers to ensure a customer is identified for a property as soon as the marketing period has ended. Work collectively with the operational managers to ensure that resource within the team is distributed to meet the needs of the business. Prepare and provide meaningful reports to be submitted to the Head of Lettings and the Director of New Customers and Specialist Housing Support the Head of Lettings to provide planned/scheduled and ad hoc updates and reports to Board, Committees, ET, SLT and operational levels in the business. Stakeholder management, liaison with Local Authority partners (development and monitoring nominations and s106 arrangements), representing the Group at key stakeholder and partnership meetings Develop and maintain excellent relationships with other sector organisations, regulatory bodies, legal professionals and any other appropriate governance and compliance professionals Dealing with MP enquiries, complaints & housing application appeals Engage with customers to scrutinise and shape future services
Innovation	<ul style="list-style-type: none"> Promote the use of technology within the team and the wider Group, including encouraging a paperless environment and best use of relevant systems. Develop a service which will be fit for the future needs of our customers and communities and still support those already part of existing wider community. Do things better. Create strong partnerships, continually monitor and adapt ways of working to ensure we are a leader. Through innovation explore and implement the most efficient ways to deliver the service – i.e. via automation of processes (links with the Platform One project) – development of a voids dashboard, Voicescape etc. Provide customers as much opportunity to self-serv

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

Lettings Manager

Person Specification

Qualifications	E/D*
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Educated to degree level or equivalent	E
Experience	
At least 5 years, or equivalent, experience of working in a Lettings or Housing Management environment	E
Experience of managing a team of people	E
Experience of working closely with customers	E
Experience of recommending and implementing new or improved services	E
Experience of delivering key performance indicators	E
A proven track record of delivering results in a fast paced and changing environment	E
Experience of producing performance reports including analysis, as appropriate, for Executive and Senior Leadership Group	D
Proven experience of developing and maintaining relationships with Local Authorities and other partners	E
Experience of managing a team working from home	E
Experience of budget forecasting and management	D
Personal Skills/Qualities/Knowledge	
Able to lead, manage, develop and motivate a team	E
Able to use technology effectively and appreciates how it can benefit an organisation	E
Prioritises the wellbeing of their team	E
Prioritises and plans effectively, being able to manage multiple projects at one time	E
Evidence of continuing professional and personal development and awareness of latest Housing legislation, thinking, developments and best practice in the field of housing management and staff management	E
Ability to develop and continuously improve services	E
Ability to represent the Group with key stakeholders/partners	E
Ability to establish strong, sustained working relationships based on respect and effective negotiation and influencing skills	E
Excellent problem solving and decision-making skills	E
Excellent communication skills	E
Excellent organisational skills, including the ability to meet deadlines	E
Is result driven and proactive	E
Numerate and literate	E
Knowledge of up to date housing legislation	E
Understands and applies best practice in housing management and staff management	E
Co-operates with others	E
Empathy with the Group's aims and values	E
Commitment to customer involvement	E
Commitment to staff and self development	E

* E = Essential criteria / D = Desirable criteria