

# Senior Empty Homes and Lettings Specialist

## Job Description

**Pod:** Relationships

**Stem:** Empty Homes Team

**Reports to:** Empty Homes and Lettings Team Leader

**Direct reports:** None



## Red Kite's Expectations

At Red Kite, we understand the importance of a home to someone's quality of life, which drives our passion for making as many homes available as possible. The Empty Homes and Lettings Specialist plays a critical role in turning empty homes into new homes quickly and efficiently, helping to maximise income while delivering an excellent customer experience.

You will champion Red Kite's vision, mission and values in everything you do, promote us as a landlord and managing agent of choice, and ensure that tenants' voices inspire and influence our design, delivery and outcomes. Flexibility, accountability and a strong commitment to improving communities are essential.

## Key Responsibilities

- Deliver a seamless end-to-end empty homes and lettings service, managing the process from property vacancy through to tenant sign-up and settlement, ensuring homes meet Red Kite's lettable standards.
- Manage and progress complex lettings activity, including priority moves, reciprocal moves, direct offers, HALP panel outcomes, internal transfers and temporary accommodation pathways.
- Act as a subject matter expert for Dynamics and Open Housing systems, maintaining accurate records, conducting self-audits, supporting colleagues, and contributing to the development of procedures and how-to guidance.
- Deputise for the Stem Lead during periods of absence or priority clash, supporting service continuity in line with delegated authority.
- Coordinate closely with internal teams (Voids Repairs, Tenancy Management, Twenty11, Development and Finance) and external stakeholders to ensure effective empty homes management, rent accuracy and timely resolution of issues.
- Conduct and record pre-termination inspections, pre-tenancy assessments and all required checks to ensure homes are let appropriately and risks are identified and managed.
- Arrange and manage viewings, communicate with applicants and tenants, respond to enquiries via shared inboxes, and provide timely updates to customers and colleagues.
- Manage the tenancy sign-up process, including issuing agreements, setting up rent and service charges, processing downsizing incentives, and ensuring all system updates are completed accurately and promptly.
- Support the letting of new build and market rent homes, including advertising, familiarisation visits, sign-ups and issue resolution in partnership with the Development and Home Ownership teams.

- Proactively minimise void loss and maximise income by implementing the Empty Homes policy, supporting strategies for hard-to-let homes, and promoting Red Kite as the landlord and managing agent of choice.
- Support the management of Red Kite's garage portfolio, including lettings, income maximisation, void reduction and delivery of garage investment programmes.
- Maintain effective working relationships with local authorities and other partners, including council tax notifications, housing providers, contractors, surveyors and utility providers.
- Attend meetings and undertake additional duties as required to support effective delivery of the key-to-let service.

## Our essentials

- Strong customer focus with a commitment to delivering results.
- Ability to manage multiple workstreams, prioritise effectively and meet deadlines.
- Confidence working independently and collaboratively as part of a team.
- Strong organisational skills with excellent attention to detail.
- Clear written and verbal communication skills, including negotiation and problem-solving.
- Ability to remain calm and effective in a fast-paced, changing environment.
- Confident IT user, comfortable working across multiple systems.
- Commitment to equality, diversity and inclusive service delivery
- Full driving licence and access to a car.
- Flexibility with working hours to meet tenant and service needs.

## Added extras

- Experience using housing management systems such as Dynamics and Open Housing.
- Confidence acting as a subject matter expert and supporting team learning.
- Experience contributing to service improvement and introducing new ways of working.
- Understanding of strategies to reduce void loss and maximise rental income.
- Passion for improving communities and residents' quality of life.

## Qualifications, Skills & Experience

- Experience working in a customer service-focused role with measurable outcomes.
- Background in housing, property management, estate agency, commercial or lettings environments.
- Experience of lettings negotiation, property management or maintenance processes.
- Experience carrying out basic property inspections and applying technical knowledge.
- Proven ability to implement policies and procedures effectively.
- Strong prioritisation, workload management and problem-solving skills.
- Well-developed IT skills and confidence working with digital systems.
- Highly motivated, proactive and solution-focused approach.