Red Kite Community Housing

@redkitehousing

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

We know how important a home is to someone's quality of life, and that makes us passionate about making sure we have as many available homes as we can. We are governed by strict regulations and need to ensure that our activities are delivered in compliance with these regulations by ensuring that our housing systems and lettings activities meet the data, audit, and regulatory expectations. Turning empty homes as quickly as possible, is something we put a huge focus on, which is why the Lettings Specialist is a pivotal role in our Empty Homes & Lettings Team. As an integral member of our team, you will not only be responsible for maximising our income by letting homes and where possible our garages to a high standard as efficiently as we can, but you'll also be the first point of contact for new customers who are interested in living in one of our homes.

Our Lettings Specialists provide a seamless and holistic void-to-let service. Your involvement begins the moment we know a home will become empty or available to the market and doesn't end until a customer is happily settled in their new home. Along the way you'll find the right customer the right home and make sure that the home meets our lettable standard. You will work as part of a fast-paced team, at the heart of a large Customer Services directorate and work closely with Void technical teams and Tenancy Management Specialists to ensure an empty home is re-let as quickly as possible and reduce our number of empty homes.

Key Responsibilities

- Owning and managing our lettings process from beginning to end, creating a seamless and smooth experience for customers and clients
- Deliver the lettings service to a high standard by obtaining accurate property attributes/information for accurate and timely advertising, actioning shortlists, obtaining verifications, and completing pre-tenancy assessments accordingly
- Advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed, and proactive resolutions are identified taking into account any vulnerabilities and reasonable adjustments
- Minimise re-let times of available homes and develop marketing strategies for low demand/hard to let homes
- Ensuring all empty homes are up to our lettable standard in a financially sensible way
- Ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation, and ensure all homes are legally compliant prior to letting.
- To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers’ needs are met and the team objectives are achieved.
- High customer satisfaction and perception scores around lettings activity.

- Support managing our garage portfolio to deliver consistent service, maximise rental income, and minimise voids
- Making sure customers inspire and influence the design, delivery and outcome of everything we do
- Embedding our vision, mission and values into every aspect of the business

Our essentials

- Customer service focused environment with responsibility for delivering results
- Experience achieving deadlines and managing multiple work streams
- Background in allocations and lettings, estate agency, commercial or property sector with knowledge of lettings negotiation, property management and maintenance
- Developed IT skills and ability to implement policy and procedures
- Strong written and verbal communication skills, particularly in negotiation and problem resolution
- Commitment to promoting equality and diversity in service delivery
- Highly motivated, committed to Red Kite's aims and ambitions
- Commercially focused, with awareness of impact on the bottom line
- Ability to prioritise, plan and balance short, medium and long-term workloads
- Positive outlook, solution-oriented mindset
- Confident, independent, with initiative and problem-solving abilities
- Customer-focused, driven to deliver efficient service
- Adaptable to evolving customer and business needs (including tasks and working hours)
- Comfortable working in a fast-paced, results-driven environment

Added extras

- An achiever driven by improving performance and success
- A relationship builder who goes the extra mile to make customers proud of their new home
- A creative thinker with a "whole picture" perspective
- A technophile who embraces new technology to benefit customers
- Calm under pressure in a reactive and changing environment
- Passionate about improving communities and quality of life
- Organised, able to manage competing priorities while keeping attention to detail
- Initiative-driven, able to work independently or as part of a team
- Strong communicator, both verbally and in writing, with flexibility to build effective relationships internally and externally
- Contributor of new ways of working to improve team and organisational effectiveness
- Willingness to work early mornings, evenings or weekends to meet modern customer needs

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Ideally hold housing or property management experience or equivalent
- Have a full driving licence and access to a car