

Empty Homes & Lettings Team Leader

Job Description

Pod: Relationships

Stem: Empty Homes

Reports to: Head of Relationships

Direct reports: Senior Empty Homes Specialist

Empty Homes & Lettings Specialist x 3



Red Kite's Expectations

As the Empty Homes & Lettings Team Leader, you will provide strong, visible management to ensure all homes and garages are re-let efficiently, safely, and in line with regulatory and our agreed lettable standards. You will lead by example, combining operational oversight with hands-on operational delivery to achieve high performance, customer satisfaction and value for money. You will create a proactive, commercial and solutions-focused team culture that drives continuous improvement and innovation in the lettings process.

By ensuring that the right customers are matched to the right homes and that void turnaround targets are consistently met, you will help maximise income, minimise rent loss and enhance community sustainability. You will act as a champion for Red Kite and Twenty11, promoting both brands as landlords of choice through excellent service, partnership working, a deep understanding of customer needs and local housing demand.

Key Responsibilities

- Provide effective line management to the Empty Homes & Lettings Team, fostering a high-performing, motivated, and customer-focused culture.
- Lead and oversee the end-to-end Empty Homes and Lettings service, ensuring processes are efficient, customer-centred, and deliver timely re-lets in line with organisational and regulatory standards.
- Monitor, analyse, and report on performance against key KPIs — including average re-let times, customer satisfaction, and void/rent loss taking action to address underperformance and sustain continuous improvement.
- Work collaboratively with local authorities, partner agencies, contractors and internal teams to deliver effective choice-based lettings, fair allocations, and compliance with agreed nomination and allocations policies.
- Promote and market available homes through a range of channels — including online portals, social media, direct lets, and targeted campaigns — to reduce void periods and improve outcomes for hard-to-let properties.
- Oversee garage lettings, ensuring agreements are managed efficiently, income is maximised, and void levels are minimised.
- Review, develop, and challenge operational procedures to ensure services are efficient, compliant with legislation, and responsive to customer needs.
- Lead regular one-to-ones, performance reviews, and team development activities, setting SMART objectives that align with corporate priorities and drive professional growth.
- Translate strategic objectives into operational delivery, embedding a “right first time” ethos, promoting learning from feedback, and contributing to Red Kite's Group ambition to be a landlord of choice.

Our Essentials

- Strong leadership, coaching, and people management skills.
- Excellent organisational skills, able to prioritise conflicting workloads in a fast-paced environment.
- Customer-focused mindset with a commitment to high-quality service delivery.
- Effective communication and stakeholder management skills.
- Commercial awareness with ability to maximise income and value for money.
- Flexible and adaptable, delivering services digitally, virtually, and in-person as required.
- Strong leadership and coaching ability, with strong people management skills that inspire high performance and accountability.
- Excellent organisational and planning skills, with the ability to manage competing priorities and deliver results in a fast-paced environment.
- Customer-focused approach, demonstrating a genuine commitment to delivering high-quality, accessible, and responsive services.
- Strong communication, negotiation, and stakeholder management skills, with the ability to build effective partnerships both internally and externally.
- Commercially astute, with a clear understanding of void/rent loss, value for money, and financial sustainability within a social housing context.
- Flexible, adaptable, and digitally confident, able to lead and deliver services effectively across virtual, digital, and in-person environments.

Added Extras

- Experience developing innovative approaches to lettings and voids management.
- Ability to influence and inspire teams while fostering a high-performing culture.
- Creative problem-solving skills for operational and strategic challenges.
- Technologically savvy, embracing tools to improve service delivery.
- Enthusiastic, proactive, and “can-do” attitude that motivates others.
- Ability to travel across the district; full driving license preferred.

Qualifications, Skills & Experience

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

- Proven experience in social housing, lettings, void property management, or related sectors.
- A strong understanding of tenancy law and housing regulations.
- A track record of achieving results in a customer service or service delivery environment.
- Experience in developing and implementing policies.
- Skills in performance management, coaching, and staff development.
- The ability to analyse data and produce actionable reports.
- A professional, approachable, and ambassadorial presence representing Red Kite and its subsidiaries.