

Job Title: Garage Lettings Specialist
Reports to: Empty Homes and Letting Team Leader
Working in: The Relationship Pod

The focus of this role is to maximise and generate income across our garages and hard standing spaces. A key part of our Business Pod, you will provide an effective project management approach to this area of our business.

Working in partnership with the Empty Homes Specialist, you will provide cover for each other and work as a team to make sure that we provide high levels of customer satisfaction at all times

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What you will be responsible for:

- Execute our garage strategy by overseeing the management of over 1000 garages.
- Ensure that garages and their sites contribute to safe and sustainable communities.
- Identify and address the demand for garages.
- Manage our garage portfolio to provide consistent service, maximise rental income, and minimise voids.
- Ensure all viable garages are quickly available for rent, prioritising financial investment.
- Be our first point of contact for all things garage letting related.

What we need you to do:

- Be the main contact for all new and existing garage tenants, providing a friendly and professional service.
- Use Dynamics and Open Housing to manage and record all garage-related tasks.
- Provide a consistent and efficient lettings service, maximise rental income, and reduce void loss.
- Collaborate with Relationship Specialists to promptly process rent refunds.
- Oversee the signup process, issue tenancy and rental agreements, apply charges, and update records accurately.
- Efficiently manage the garage shared inbox and respond to queries promptly and expertly.
- Maintain accurate records, including managing a waiting list of applicants.
- Collaborate with the Development team on sites considered or agreed for development, including issuing notices to end tenancies and updating Open Housing.
- Process tenancy terminations according to the garage rental agreement.
- Conduct self-audits to ensure accurate rent charges are applied on Open Housing.

- Promptly raise garage repair requests and oversee their completion, prioritising urgent health and safety repairs.
- Arrange and manage garage viewings where required, support new tenants, and keep everyone updated.
- Attend garage inspections where required.
- Enforce rental terms and conditions where required.
- Follow procedures to change locks, issue TORTS notices, conduct inventories, and dispose of goods according to policy.
- Maintain the Red Kite website garage page, ensuring information is accurate and relevant.
- Work with the feedback team to resolve all complaints.
- Help manage garage investment programs, liaising with contractors, tenants, and colleagues as needed.
- Attend meetings to enhance communication and partnership.
- Work with the Stem Lead to review the garage strategy, shaping policy and procedures.
- Assist the team leader and support colleagues in periods of absence with any additional tasks required to provide a consistent and efficient lettings process.

Where you have come from:

- Experience in a customer service-focused environment with responsibility for delivering results.
- Background in social housing or commercial sector with knowledge of property management and/or maintenance.
- Proficiency in IT systems like Microsoft Word, Excel, and Outlook; knowledge of IBS Open Housing is an advantage.
- Experience in implementing strategy through policy and procedure development.
- Strong written and verbal communication skills, especially in negotiation and problem resolution.
- Commitment to promoting equality and diversity in a service delivery environment.

What our teams will see in you:

- A creative thinker who sees the big picture.
- Passionate about improving communities.
- Committed to putting tenants and leaseholders first.
- Able to demonstrate initiative and work both independently and as part of a team.
- Flexible with working hours to meet tenants' needs.

As a person, you will:

- Demonstrate exceptional efficiency in balancing workloads to meet service demands.
- Maintain a positive outlook and identify solutions and opportunities.
- Be confident to work alone and inspect garage sites independently when required.
- Adapt to evolving tenant and business needs, including changes in tasks or working hours.
- Have a full driving license and access to a car.
- Enjoy working in a fast-paced, results-driven environment.